

## Deceptive Forensics

*HaystackID Uncovers Laptop Data Despite Permanent Eraser Program*

Litigation service projects are rarely as simple as they initially appear, which HaystackID fully understands based on our extensive experience. One such example was an intellectual property lawsuit against a major organization that required a large forensic data collection from the Apple MacBook of one of the parties involved.

**Background:** *Permanent eraser software presents obstacle in IP case.* When the plaintiff's laptop was collected, it had an installed program that's often used to permanently obfuscate data from forensic collection. The defendant in the case moved to dismiss the lawsuit by claiming that the program had the sole purpose of destroying evidence.

The plaintiff claimed that the software suite they had installed prior to the wipe caused performance issues to the computer, and all attempts to uninstall and reinstall the program did not fix the program. The plaintiff alleged that he contacted a local Apple store, which recommended the use of a "permanent eraser" program to delete the software that was causing performance issues.

**HaystackID Responds:** *HaystackID discovers hidden information.* HaystackID's technicians unearthed "crash logs" that had remained unaltered even after the permanent eraser was installed. This conclusively illustrated that there had been instability in the system prior to installation and made the plaintiff's story more plausible.

**Outcome:** *Thorough, extensive examination made the difference.* HaystackID provided key evidence to support the plaintiff's story and completed the job thanks to the team's high level of expertise. The technicians and project management team ensured that all matters were handled in a timely and accurate manner, ensuring the plaintiff's integrity in the case.

## Learn More. Today.

**Contact HaystackID** today to learn more about how our highly rated eDiscovery consulting and services can enhance your ability to efficiently and economically achieve favorable investigation and litigation outcomes.

## About HaystackID

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms find, listen, and learn from data when they face complex, data-intensive investigations and litigation. With an earned reputation for mobilizing industry-leading computer forensics, eDiscovery, and attorney document review experts, HaystackID's Forensics First, Early Case Insight, and ReviewRight services accelerate and deliver quality outcomes at a fair and predictable price.

HaystackID serves more than 500 of the world's leading corporations and law firms from North American and European locations. Our combination of expertise and technical excellence, coupled with a culture of white glove customer service, makes us the alternative legal services provider that is big enough to matter but small enough to care. **Learn more today at [HaystackID.com](https://HaystackID.com).**