

## Innovating on the Fly

*HaystackID Develops New Solution for Massive Slack Chat and JIRA Data Collection*

In the past decade, some of the most important legal decisions are based on the technological side of litigation, notably within the collection, hosting, analysis, and preservation of digital information. HaystackID has been honored to provide highly sensitive litigation support to one of the world's most prestigious law firms to assist in making the right decisions throughout every stage of legal proceedings. One 2016 case that demonstrated our support involved the irregularity of data that needed to be collected.

**Background:** *Extensive data collection needed from multiple sources.* The law firm required a massive collection from Slack Chat, which at that time was still an extraordinarily novel data source and represented uncharted territory for most of the litigation support marketplace.

Data had to be collected from seven custodians over an 18-month period as well as data within JIRA that involved more than 11,000 issues across seven segmented projects. Additionally, it was vital to collect data from Gmail and Google Calendar accounts from seven custodians with various restrictions.

**Exposure:** *Existing solutions were insufficient.* There were no solutions available then that would enable the efficient collection, hosting, and review of data from Slack Chat and JIRA. That meant the project demanded an entirely customized solution built from scratch to enable collection from Slack Chat and JIRA, which had to be pulled through APIs – another novel and non-standard practice.

**HaystackID Responds:** *New, innovative tools created.* We recognized the need to create a customized solution to first collect data through the APIs and get them into a Relativity workspace for review. The litigation support service provider built a second customized solution, this time to deduplicate the data from these non-standard sources.

**Solution:** *Extensive data collection and identification.* HaystackID collected public, private, and group chats from the seven custodians over the 18-month period in Slack Chat through the custom collection solution. We provided that back to the law firm to load into its review platform. By using our process of custom deduplication, only one version of a chat group was presented for a more efficient and cost-effective review process.

For JIRA, HaystackID collected seven different projects along with any sub-attachments that existed and identified 11,456 issues within the frame of work. This required a separate customized collection solution to properly pull the data, process it, and provide it to the client in a compatible format. Finally, HaystackID collected from seven unique Gmail, Google Calendars, and Google Drive accounts to round out the production.

**Outcome:** *Project completed on time and up to specifications.* Despite the fact that these were still rare types of jobs in 2016, HaystackID created a custom solution to complete the tasks at hand in an optimally efficient and cost-effective fashion. This further strengthened the professional relationship between the law firm and HaystackID.

**Conclusion:** This project demonstrated HaystackID's ability fill a gap in litigation support using creative innovation. HaystackID is now considered the leader in mobile review thanks to our proprietary Relativity solution — Mobile Device Integrator. This tool is the only one that allows for seamless review of complex mobile data review in relativity through HaystackID's industry-standard solution.

## 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](http://HaystackID.com).**