



Case Study:

Using Kindato eDiscovery Managed Services for M365 Programs and Services

Company Background:

Kindato's client is a large pharmaceutical company with operations in several countries. The company is subject to various legal and regulatory requirements and generates a vast amount of data. The company faced significant challenges in managing its eDiscovery process, including collecting, reviewing, and producing data for legal matters efficiently. The company worked with an eDiscovery hosting vendor for managing the document review process.

Challenges:

They faced several challenges in managing its eDiscovery process. The company had a decentralized approach to managing data, and employees stored data in multiple M365 applications, including SharePoint, OneDrive, and Teams. The company lacked a unified view of its data, making it challenging to identify relevant data for legal matters. The Teams data was particularly challenging because of the complex structure of how the elements of the data were stored in different places in the M365 tenants.

Moreover, the company faced challenges in managing the eDiscovery process. The process was manual and time-consuming, requiring significant resources to collect and review data as well as manage the legal hold process. The company needed a more efficient and cost-effective solution to manage legal matters, especially in reducing the hosting fees on the eDiscovery platform as well as managing the budgets for outsourced document review.

Solution:

To address these challenges, the company decided to implement Kindato eDiscovery Managed Services for M365 programs and services. Kindato is a leading eDiscovery service provider that offers a managed service for managing legal matters in M365.

The Kindato team worked closely with the company's legal team to define its legal hold policies and implement them in M365. The team also created a workflow for managing the eDiscovery process, enabling the company to collect, review, and produce data efficiently through automation.

The Kindato managed service enabled the company to collect data from multiple M365 applications, including SharePoint, OneDrive, and Teams. The service also provided advanced search and filtering capabilities, enabling the company to identify relevant data quickly and reduce the volume of data for review.

Results:

After implementing Kindato eDiscovery Managed Services for M365 programs and services, the company realized several benefits. The company was able to manage legal matters more efficiently, reducing the time and cost associated with the eDiscovery process. The Kindato managed service enabled the company to collect, review, and produce data quickly and effectively, enabling the company to respond to legal matters promptly.



Moreover, the company achieved a unified view of its data, enabling it to respond to legal matters more effectively. The Kindato managed service provided advanced search and filtering capabilities, enabling the company to identify relevant data quickly and reduce the volume of data for review in collaboration with their eDiscovery hosting provider.

Overall, the company was able to improve its eDiscovery process, reduce the time and cost associated with legal matters, and respond to legal matters more effectively by implementing Kindato eDiscovery Managed Services for M365 programs and services. The company's legal team could work more efficiently and securely, knowing that their data was appropriately managed and protected.