

# LEADING E-DISCOVERY COMPANY TAMES BIG DATA WITH BIG STORAGE

## THE STATISTICS SPEAK FOR THEMSELVES.

In 2010, 107 trillion emails were sent on the Internet; 30 billion pieces of content (links, notes, photos, etc.) were shared on Facebook monthly; 25 billion tweets were sent on Twitter; 35 hours of video were uploaded to YouTube every minute and approximately 200,000 texts were sent per second. And, that is just the tip of ‘big data’ statistics.

“IPM has been an integral CDS business strategy partner for the past two years and they continue to be an invaluable knowledge source. They keep us at the forefront of technology trends, leveraging the latest in IT to uncover new ways to better serve our clients and rise above the competition.”

Garrett Bendel  
Chief Operating Officer  
CDS

The reality is that the way we share electronic format data has changed, further complicating the way law firms search, aggregate, analyze and archive electronic information during eDiscovery. For many, the standard business practice of increasing storage capacities to process rising data volume has proven expensive and ineffective, leaving the legal industry at a technical crossroads.

With statistics estimated to continue increasing and the increased commoditization of eDiscovery services, businesses need to employ new technologies to more efficiently process and host large quantities of information, in an effort to mine data more effectively, efficiently and affordably.

As a full-service provider of electronic discovery services, Complete Discovery Source (CDS Legal) is recognized globally for its exemplary team and leading edge practices. Headquartered in New York, CDS Legal’s suite of services comprises a consolidated solution covering all phases of the EDRM: Early Case Assessment, Forensics, Processing, Online Document Review and Virtual Deal Rooms. Prestigious law firms, consultancies, financial institutions and corporate legal departments rely on CDS Legal to mine electronically stored information with precise accuracy, efficiency and certainty.

In the last few years, CDS Legal experienced unprecedented client growth, which also came with an unexpected large volume of data. The company estimates its data management volume surged 4,000 percent, while staff moderately grew by 50 percent. The company’s legacy infrastructure was ill-suited to handle the increase in new client growth and fluctuation in ‘big data’ client data sets requiring manual intervention that further delayed processes and turnaround time.

Also during this timeframe, CDS Legal needed to determine how it would respond to client and potential client requests for secure, local data center facilities in New Jersey and Washington D.C.

## ONLINE CHALLENGE: MINING BIG DATA

Electronically stored information (ESI) has continued to rise at an exponential rate. While email remains the primary application driving eDiscovery growth, dramatic content



growth from Microsoft SharePoint, social media services, IM, and SMS text messages in the enterprise has fueled greater demand for eDiscovery solutions.<sup>1</sup>

Big data not only brings large quantities of information, but it also brings new challenges to identify relevant case data. The process involves gathering information from a diverse range of structured and unstructured sources, storing that content within the data center and then developing systems so that the information can be mined, analyzed and prepared to present in court. Big data requires more than just capacity, it demands an IT environment that can easily scale to handle high data throughput rates without experiencing performance disruptions.

“The IPM engineering team is a group of talented, professional and personable individuals that have strengthened my team without incurring overhead expenses. They tackle each project with a well-balanced business and technology approach that gives us what we need to make an informed decision from the get-go.”

Balram Singh  
Information Technology  
Manager  
CDS

## THE LEAP FROM CDS LEGAL TO CDS LEGAL 2.0

As a leading eDiscovery solutions provider, CDS Legal continually assesses new technologies in order to mitigate risks, streamline processes and provide exceptional investment value. With the recent client growth and influx of big data, CDS Legal quickly recognized the shortcomings of their infrastructure and employed long-standing IT partner, IPM, Inc., to assess, design and implement a scalable and geographically-disbursed data management system to meet their increased needs.

During a two year initiative, IPM IT experts partnered with the CDS Legal IT team and executive management to put a plan in motion to transform CDS Legal into CDS Legal 2.0, a next-generation eDiscovery partner.

### *Top-level IT initiatives*

Created a virtualized server environment to reduce the number of physical servers.

- Reduced physical server set up from 10 to 1 and reduced maintenance costs by 80 percent.
- Created a standard virtual server build that was easily duplicated to support client requests for local data center facilities in Washington, D.C. and New Jersey.
- Reduced the time spent on new service deployments from weeks to minutes.

Developed and implemented a Network-Attached Storage (NAS) solution to consolidate file servers to more efficiently store and serve files across all three facilities.

- Eliminated underperforming Windows file servers.
- Implemented a 10g network which vastly improved performance.
- Developed an environment that enables CDS Legal IT staff too easily and quickly provision and present file systems to support future growth without IPM’s assistance.
- Built-in an intuitive configuration to instantly and continuously protect data.

Designed a Fully Automated Storage Tiering (FAST) system to automatically move active data to high-performance storage tiers and inactive data to low-cost/high-capacity storage tiers.

- Reduced storage capital costs by 50 percent, while lowering power, cooling and operational costs by more than 50 percent.
- Optimized performance, cost and floor space, allowing IT to manage more information more efficiently in a smaller footprint.
- Increased application performance by up to 60 percent on enterprise flash drives, while SATA disk drives lowered costs by up to 40 percent.

Installed Enterprise Flash Drives (EFD) to deliver high I/O performance, reliability and energy efficiency.

- Delivered the high-performance needs of a SQL database that grew from 2 to 25 Terabytes.
- Increased system throughput by reducing I/O response times.
- Created more efficient storage controllers, resulting in lower storage and energy costs.

Created a near real time data replication process to share information to ensure consistency between redundant resources to improve reliability, fault-tolerance and accessibility.

- Provided a robust and geographically-disbursed, active disaster recovery site.

With next-generation storage technologies in place, CDS Legal was now able to proceed with plans to complete SAS 70 Type II audits for its New Jersey and Washington, D.C. data centers and meet client demands for local facilities. In Sept. 2011, CDS Legal received ‘no relevant exceptions noted’ verification on eight areas of its Hosted Electronic Discovery Services for its New Jersey office.

In Dec. 2011, CDS Legal opened the only enterprise-level, eDiscovery data center in downtown Washington, D.C. With IPM’s assistance, CDS Legal was able to replicate the New Jersey facility at the Washington, D.C. location and establish point-to-point connectivity between the New York, New Jersey and Washington D.C. facilities to provide redundancy and instant access for their technical experts. The geographic distance between the DC center and the other two facilities will contribute to the company’s robust emergency preparedness and business continuity plans.

### Summary

Times are changing. Courts are increasingly accepting social media data as admissible evidence, businesses are allowing employees to use their personal devices to perform work tasks and the volume of electronically stored information is reaching unprecedented heights. As such, eDiscovery service providers need to evolve their technologies and

“CDS is a well-respected eDiscovery provider that is committed to excellent client service. They are truly passionate about what they do and we are happy to be part of the back-end solution that is powering their success.”

Mike Mochnal  
Practice Manager  
IPM

methodologies to effectively and efficiently mine data in this ever-changing business environment. CDS Legal's commitment to stay at the forefront of technology not only helped keep them one step ahead of the competition, but it also equipped them with next-generation infrastructure to be a powerhouse ally in the courtroom.

Given that in the world of technology, the latest and greatest today is always one step behind tomorrow, CDS Legal and IPM continue to collaborate and evaluate new technologies to support the company's future goals, while consistently delivering innovative, value-added service to clients.

## ABOUT IPM

For more than 30 years, IPM has been the IT force behind some of New York Metro's most prestigious brands. Backed through partnerships with technology leaders including Microsoft, Citrix, EMC, VMware and more, IPM offers professional services, product sourcing, integrated service management and IT staffing with an unmatched engagement experience - from concept to execution. Learn more at [www.ipm.com](http://www.ipm.com).



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