



Retention of End-User Documents at a Consumer Products Company

Solve End-User Retention Risk through Desktop Document Archiving

CP, a Consumer Products company, develops, markets, and sells products that are a focus for litigation. The company is committed to transparency and to being able to produce all information that plaintiffs may request during discovery. Desktop documents present a particular challenge, since those documents are outside of corporate control, and hard-drive discovery is

very expensive, and forcing their entire user population into a Document Management system was not feasible given the licensing and training costs associated with its deployment.

CP is using Trusted Edge's Desktop Document Archiving product to manage this risk by capturing all desktop documents for all employees.

BACKGROUND

CP, a Consumer Products company, develops, markets, and sells products that are a focus for litigation. This litigation has focused on all functions within the company, from research, through marketing and branding. The company has decided that its best strategy for maintaining shareholder value is to be fully transparent. CP has developed policies for information management that are designed to make it easy for the company to respond comprehensively and efficiently to discovery requests. CP needs to implement these policies across all of its information silos, including repositories, email, and desktop documents.

PROBLEM

Desktop Documents present a particular challenge for CP for both retention and discovery. Discovery of documents on a PC is expensive, since files on a PC are not easily accessed in a centralized way. Even more significantly, since files on a PC are under an employee's control, it is impossible for CP to ensure that documents that live on the PC are retained according to CP policies. So CP cannot be confident that documents that it needs to find will exist, and producing those desktop documents is costly. CP needs a solution that allows employees to do their jobs the way they always have, which involves the ad-hoc creation, modification, and sharing of desktop documents, yet makes these ad-hoc processes compliant with corporate retention policies. The solution needs to be both comprehensive and unobtrusive.

SOLUTION

CP chose to deploy Trusted Edge's Desktop Document Archiving solution across all of its employees' PCs. Desktop Document Archiving captures all desktop documents as they are created or modified, and places a copy of the document in a centralized location (CP calls this the "corporate vault"). These copies of desktop documents are under corporate control. The entire desktop document archiving process is managed through centralized policies.

Desktop document archiving operates equally well online and offline, so documents are comprehensively captured whether the employee is working at his desktop on the corporate network, or at his laptop on an airplane.

CP chose to deploy Desktop Document Archiving with the interactive classification option. CP's retention policy states that employees are obliged to identify whether a document (or email) is to be retained or not, and those documents that the employee designates as subject to retention are to be copied to the corporate vault. With interactive classification, creators of documents are queried for policy-specified meta-information to provide context for the document, beyond the meta-information that can be automatically acquired or inferred. In CP's case, the meta-information requested is only a single click: Is the document to be retained or not? If the user selects "retain," a copy of the document is copied to the corporate vault. The user is queried only when he saves the document for the first time, so the process is very



unobtrusive. CP has also configured the solution to accumulate document versions to the archive, capturing a new version each time the desktop application (e.g., Microsoft Word) is closed.

CP chose Trusted Edge Desktop Document Archiving for three reasons. First, document capture and classification policies are managed centrally. Second, the corporate vault can be any centralized storage location, including file servers, archives, and ECM systems, allowing CP to leverage existing infrastructure. Finally, document capture and classification is comprehensive and operates across all document and file types, whether or not the company has identified the desktop application. So all documents are captured and risk is managed.

RESULTS

By deploying Trusted Edge Desktop Document Archiving, CP is confident that it is comprehensively retaining desktop documents according to its retention policy in a centralized location. This lets CP managed its retention risk and greatly reduce its discovery costs, since the corporate copy of the document is under corporate control and is easily indexed, searched, and produced. Furthermore, CP can demonstrate to a court that it has comprehensive policies and processes in place, to support its practice of producing documents quickly and efficiently only from the corporate vault, without the need to do desktop discovery.

CONCLUSION

CP is using Trusted Edge's Desktop Document Archiving Solution to solve its retention risk for desktop documents. CP is also using Trusted Edge's Retention Managed Email solution to apply the same retention policies to email. Over time, CP intends to collect more meta-information on documents, in order to improve information sharing and collaboration, leveraging the centralized storage of the desktop documents.