



Expediting eDiscovery with maximum speed data transfers

AT A GLANCE

Industry

Legal & eDiscovery

Products

Aspera Client
Aspera Point-to-Point

Challenge

Improve turnaround time from point of data receipt to return of production data sets to clients.

Solution

Servient receives raw data from clients and uses Aspera Point-to-Point to transfer data from Houston to their Virginia data center and return relevant production data sets to clients.

Results

- Servient cuts 24 hours off their end-to-end workflow.
- A 100GB file is transferred in less than 3 hours vs. 24 hours with ground shipping.

Servient is an e-discovery firm that provides a software-as-a-service solution for law firms and other organizations that need to fine comb large databases to identify and produce documents that are relevant to a specific case.

With legal data perpetually increasing in size, it can become an expensive and daunting task for businesses involved in litigation to sort through the masses of legal data and extract relevant materials. Servient's innovative technology serves to keep legal costs contained and relieve the burden of discovery for organizations by combining advanced machine learning technology with minimal attorney review. Known as Predictive Review, Servient's solution speeds up the legal review process while maintaining accuracy by predicting and prioritizing documents to streamline identification of relevant documents.

Servient relies on Aspera to power the internal delivery chain of their advanced E-Discovery platform, moving large legal data sets through each stage of the e-discovery process from ingest to processing to review, as well as to deliver the resulting relevant materials to its customers.

CHALLENGE:

With the backbone of their solution based on speed and efficiency, Servient's data transfer speeds could be no exception. However,

Servient faced impeding delays with their previous method that included physically shipping drives loaded with hundreds of gigabytes or terabytes of raw data to Servient. The data then had to be transferred onto Servient's NAS where it could be accessed by Servient's data processing organization working in different time zones, adding additional delays. The entire process from initial data ingest to the point when processing began took over 36 hours.

"We wanted to process data as soon as we received it. Aspera achieved our need for quick turnaround time."

 Ram Prasad
VP Software Engineering, Servient

Hoping to replace this time-consuming and inefficient method, Servient sought a transfer solution that could expedite the end-to-end process while maintaining maximum security to protect the confidentiality of clients' sensitive documents.

SOLUTION:

After evaluating Aspera's solutions, Servient found Aspera fulfilled all of their requirements while additionally providing exceptional customer service. Servient adopted Aspera Client and Aspera Point-

BENEFITS

Fast transfers: With Aspera, Servient achieves maximum speed transfers regardless of the size of the data set, network conditions, or transfer distance.

Queue control: Servient administrators can view and control transfer queue in real time, whether they want to start and complete transfers one-by-one in a sequence or split available bandwidth amongst all simultaneous transfers.

Bulletproof security: Aspera's enterprise-grade security plan features built-in, thorough SSH authentication, encryption in transit and at rest, and data integrity verification for each transmitted block, protecting client confidentiality and keeping sensitive documents safe throughout the transfer process.

to-Point to complete all data transfers, followed by delivery of relevant data productions to the client.

Aspera's comprehensive security protects clients' sensitive documents with SSH authentication, AES-128 data encryption in transit and at rest, and data integrity verification for each transmitted block.

Plus, Aspera supports transfer queuing, so Servient can elect to move files one at a time and the processing team can begin working on documents as they roll in, reducing wait times and improving efficiency.

RESULTS:

Aspera Point-to-Point eliminates 24 hours from the end-to-end workflow, improving client delivery times, and garnering a positive response from clients.

"We wanted to process data as soon as we received it. Aspera achieved our need for quick turnaround time for the largest of data sets and smallest files, while meeting our stringent security requirements," said Ram Prasad, Vice President of Software Engineering at Servient.

"Aspera delivered a prompt customer response that exceeded our expectations."

Ram Prasad
VP Software Engineering, Servient

Servient typically manages multi-gigabyte files; however, Aspera has also proved especially beneficial for Servient's smaller file transfers. When submitting small data volumes, customers expect a quick turnaround - but using overnight shipping services took 24 hours for even the smallest data sets to arrive. With Aspera, small data sets can be transferred immediately so processing can start without any delays.

Going above and beyond fast and secure transfers, Aspera offers an exceptional support plan with a dedicated service team to address any challenges that arise. "Not only did the software do its job, but also Aspera delivered a prompt customer response that exceeded our expectations, and they were able to work with us through our international time zones," added Prasad.

Combining industry-leading high-throughput processing with Aspera's maximum speed data deliveries, Servient offers clients a powerful and effective solution that places them ahead of the curve.

WHAT'S NEXT:

In the future, Servient plans to move to a cloud delivery model using the Aspera Connect Server to allow clients to submit data directly to the cloud, where Servient can pull it down for processing and then upload relevant materials back into the cloud, where customers can use the Aspera Connect Web Browser Plug-in to download and review.

ABOUT SERVIENT

Servient exists to contain legal costs. For over a decade, Servient has provided advanced electronic discovery technology solutions to leading law firms, Fortune 1000 corporations and government agencies. Servient's Predictive Review combines advanced machine learning technology with attorney review. Servient actively learns from the document decisions made by the legal team during legal review and separates the relevant documents from the irrelevant material. Servient deploys its advanced analytics over the Hadoop framework, allowing it to scale and easily handle matters of any size. Servient has offices in Houston and Austin, Texas; Washington, D.C.; Richmond, Va.; Philadelphia; New York City; and Pune, India. For more information about Servient, please visit www.servient.com

About Aspera

The creator of next-generation transport technologies that move the world's data at maximum speed regardless of file size, transfer distance and network conditions. Based on its patented FASP™ protocol, Aspera software fully utilizes existing infrastructures to deliver the fastest, most predictable file-transfer experience. Aspera's core technology delivers unprecedented control over bandwidth, complete security and uncompromising reliability. Organizations across a variety of industries on six continents rely on Aspera software for the business-critical transport of their digital assets.

Learn more at www.asperasoft.com