

In 2006 Randall Consulting came out with a basic report on 3<sup>rd</sup> party electronic discovery processing programs. In the future whether it is 2007 or 2008 a more advanced and comprehensive analysis of these 3<sup>rd</sup> party programs will come out. The intent for the first half of 2007 is to release white papers on electronic discovery programs. These documents will be free of charge and is geared to helping the litigation support community in gathering more knowledge of some of these programs.

This is the first of at least 4 free to the public documents on software programs. It can even be labeled as cliff notes to understanding these types of software programs. They will cover the electronic discovery life cycle. The life cycle as defined by Randall Consulting starts with data collection and ends with trial presentation programs. Any software that falls in this spectrum has a chance to be included in such a document. It could be a forensic gathering program, a native production and/or review tool, an electronic discovery program or even a trial presentation program. As with the 2006 report all literature written by Randall Consulting is from a totally independent point of view.

The first document of 2007 will be Trident Suite from Wave Software. Wave Software located in Orlando, Florida started out within a Service Bureau and a very large Legal Publisher. The late nineties began a shift in the legal market that necessitated fast and easy solutions to attorneys. Law firms began bringing technology in-house and exploring more time and cost-efficient options in light of the growth of data discovery. With the E-Discovery boom in the late nineties, many cases began focusing on electronic data stored on hard drives and legal professionals such as Litigation Directors, Firm Administrators and Paralegals began to seek more knowledge around E-Discovery. Trident was developed from a law Firm, for a law Firm and has been used to file PSTs natively to entities such as the SEC, NASD, DOJ and more.

This program falls into the area of a native production tool. What exactly is a native production tool? It is a program/utility that only deals with native files or e-mail stores. These types of programs usually are geared for data reduction. **Trident Suite from Wave Software** works with any native review system on the market and requires little to no training. You can process, de-dupe, and re-generate PSTs and NSF's in a matter of minutes.

How is this program different from say an electronic discovery processing one? There is definitely some overlap between a native production tool and an electronic discovery program.

Electronic Discovery Processing Program	Trident Suite
Load e-files and e-mail stores. Some programs also extract metadata and full text at this stage.	Load PST and NSF e-mail stores. Also can import .MSG files and create a new .PST.
Can De-Duplicate, filter and search.	Can De-Duplicate, filter and search e-mail stores.
Create a native production with source files, text extracted, metadata load file.	Can export out selected .MSG files from a .PST and give it a soft numbering scheme and a metadata load file.

With an electronic discovery processing program there is the time it takes to rip the e-mails and attachments from the PST's or NSF files. With some of these programs it also extracts full text and metadata during the loading of e-mail stores. Depending on the size and how many attachments this can be time consuming. Say for example a client only wants to take a PST of around 400 Megabytes and de-duplicate. The client also only wants e-mails and attachments from 1/1/2002- 06/30/2003. They then would like it back natively.

A typical methodology of an electronic discovery processing program would be. It would have to load and rip the PST e-mail store, filter it down with de-duplication and date searching then export out natively with the MSG files and attachments. This would also include the full text and metadata load file. Average for this type of project would be 1 hour+.

Trident Pro- Would open the PST file then de-duplicate and run a search query to filter down only the responsive documents. It will then export out a new PST file. Time for this type of production was under 5 minutes. There may be a client that would want the final product to be back in .PST format. Trident can do this where other processing programs cannot.

### **How does Trident work?**

Using the same 400 megabyte PST as an example you would start a new project and then select the e-mail store. For this example we are using a PST. The user would need to create a new project and tell Trident where to save the results. The next step would be to browse to the PST. If there are multiple PST's the user can also select them at once. Once the e-mail store has been loaded the user can select under advanced options what fields they would like to de-duplicate off of. Under the output format tab it is also possible to save it in Outlook 97-2002 format which has a file limitation of 2000 MB. Outlook 2003 e-mail stores and above can support much larger file sizes and support Unicode. The next step in Trident would be is there any filtering involved? This could be filtering from the "To", "From", "Subject" fields, or "Body" of an e-mail message. Trident also allows the user to put in a date range. This can be either from Sent or Received date. After the filtering is complete the next step would be the type of output file. The user has the ability to select if they want custodian level de-duplication or if processing multiple e-mail stores to do it globally. After naming the new PST the final step is to begin processing. In a test project with this same 400 megabyte PST that had over 8,000 e-mails and attachments Trident finished the de-duplication and date filtering in 2 minutes and 25 seconds. This includes exporting out a new PST.

A great feature of Trident is the ability to look at the log file upon completion of the project. Not only does it include the settings that were used but also the messages that were processed, duplicates, unique messages, errors and total run time. Trident also has the ability to export out a CSV file with duplicate e-mails, unique e-mails, or Filtered unique e-mails reports.

**Here are a few questions and the official answer from Wave Software.**

**How does Trident handle De-Duplication?** “Trident treats the email at the top level and all of its attachments (including embedded messages) as one bundle. Trident does not remove attachments that may be dupes in other non-unique messages. Since that top level message is the email, it is treated as a container for all of its attachments.”

**Does Trident change the Metadata at all?** “Trident preserves the metadata (where possible) from the original PST to the new PST. There are a couple of internal (to the PST) metadata fields that cannot be preserved. One is the EntryID. This is the unique identifier for every item in a PST file. When the message is copied from one PST to another it gets a new EntryID. This data is saved in a cross reference file (xref\_table.csv). This file contains the original EntryID, PST name and the new EntryID and PST name. By using this information a user can map any message in the new PST back to the original message in the original PST file.

The other metadata field that changes but not tracked is the Parent EntryId. This ID is the emails parent folders EntryId. Just like every item has an EntryId, every folder has an EntryId. While we do preserve the folder layout from the source to destination PST the EntryId is not important or needed. Besides if one really needed this info (which they don't) they could use the cross reference file to extract any metadata from the original PST file needed.”

Trident also can regenerate an NSF or PST e-mail store off of selected messages. This works by bringing in a load file with contains the Entry ID of the e-mails. There is a feature where it will import native stand alone .MSG files and convert those into a new PST file. It can even export messages and metadata from NSF/PST files with de-duplication and filtering.

Trident Snapshot is a module built into Trident that analyzes a PST file and returns a lot of information on it. For example the total number of messages, attachments, messages with attachments. Gives a pie chart on the number of messages, file size and number of attachments. This type of module is invaluable to a service provider so they have any idea of what they have before any processing starts. It can also help a law firm or government agency give to a vendor in helping to determine a deadline.

**Wave Software also has a scaled down version called Trident Lite.** Trident Lite offers users a subset of the functionality of Trident Pro for **FREE**. Trident Lite offers the same easy to use interface and helps the user get started on projects. Trident Lite can be converted into Trident Pro when you need the additional features. It has the Message utilities with it Message Importer, Exporter and Snapshot.

### **1. Message Importer**

It can take loose MSG files and put them into a Microsoft Outlook PST file. You can now process those loose emails with your other email data. Import multiple folders for multiple custodians into the PST structure of your choice.

### **2. Message Exporter**

Extract messages from Microsoft Outlook PST files. It can extract messages as MSG, HTML or Plain text files, sequence the filenames and even extract attachments.

### 3. Snapshot

Snapshot is a utility where a user can load Microsoft Outlook PST files. It will give the results of how many messages you have. Do you wish you knew how many attachments you had for each custodian? Snapshot takes just that, a snapshot, of your data. You will know how many messages, attachments, PST sizes, Top 20 Author's, Recipient's, CCs, BCCs, Attachment Extensions; all this along with pie charts. This is a great utility to use from a service provider point of view. To be able to determine how many e-mails and attachments are in an Outlook e-mail store before loading is invaluable. (At the moment it cannot handle NSF files).

With Trident, e-mails can be reviewed in a standard database, using all of the capabilities of the database's structure. Once the responsive e-mails have been isolated, they can be delivered to opposing counsel... in their native e-mail format. Or given to a service provider to process to TIFF and or PDF. This process saves a company the time and money previously necessary to convert hundreds of gigs of PST files to TIFF images for review.

Example Scenario for a service provider:

You have just received 5 gigs of PST files from a client now you must decide how to process it. It has to be de-duplicated globally and then filtered using a date search. It is due tomorrow. Do you want to load 5 gigs of PST files using your electronic discovery processing application which could take a few hours at least. Or use a program like Trident Suite that can de-duplicate and search then export out a new .PST in well under an hour. This is where having additional options come into play and how a native production tool works well with an electronic discovery processing program. After it has been filtered down you can take the newly created .PST files and process those with your electronic discovery program. The size now is much smaller in scope. It could very well be only 1-2 gigs which is much more manageable and process that to be ready for delivery to your client the next day.

Example Scenario for a law firm:

You have again 5 gigs of PST files that need to be de-duplicated and filtered by date. You have the option of sending it out to a service provider to do. However you decide to process it in-house because you have a copy of Trident Suite. After de-duplication and filtering you now have say 1.7 gigs of PST e-mail stores to go through. What options do you have? If you are thinking of allowing the attorneys to open up emails in Outlook to review and parse out, then yes...spoliation will occur within the metadata. You can send it to a service provider to tiff. Another option is to load it into your review software and tags the e-mails for responsive, privilege, confidentiality, second look...etc. Remember, the de-duped set of PSTs does not mean you have lost your original set of PSTs; you've simply created a de-duplicated set that is organized either by custodian, by PST, or just lumped into one PST so that you can review. After that is completed you can send the responsive e-mail to a service provider to tiff thus even more greatly reducing the data set.

Randall Consulting is no way shape or form suggesting using Trident software in replace of an electronic discovery processing program. Yes, there is some overlap between a native production tool and an EDD program. However, Trident is a native e-mail production tool whereas an electronic discovery program allows a user much more flexibility. If anything, Trident and an electronic discovery program work well together. With electronic discovery processing it is all about having options to get projects done more efficiently. Have more than one option for dealing with electronic discovery is not a luxury but more and more becoming a necessity.

If using Trident remember that the original Entry ID for the e-mails cannot be preserved. This is a Microsoft limitation and not one of the software. It is a good idea to give your client the .CSV file that Trident creates so they can load that in their database program to see the original Entry ID's.

Trident requires very little training support and service. Trident is built with a self training interface and is built on a Stable SQL platform. Below is the contact information and Minimum Requirements for Trident.

**Link to the .NET 2.0 download:** <http://www.discoverthewave.com/software/dotnet2.exe>

The Trident Installer will prompt you to download .NET 2.0 framework if it is not currently installed on your PC.

**Operating System:** Windows 2000 SP4, Windows XP, or Windows Server 2003 SP1 with .NET 2.0 framework.

**Office Software:** Microsoft Outlook 2000, Outlook XP (2002) or Outlook 2003. To be able to read PSTs greater than 2GB in size Outlook 2003 is required. Lotus Notes Client V7 to process NSF files.

**Hard Disk:** All PSTs processed must be accessible from a hard drive or network share, PSTs may not be used directly from a CD or DVD.

The Trident 4.0 Software suite is composed of five unique applications to assist in processing PST files: Email De-Duplication, Email Re-Generation, Message Exporter, Message Importer and Snapshot software.

Snapshot can only be used right now for PST files. In the future it would add functionality to also import and export native Lotus Notes e-mails and produce a new NSF mail store.

Since this is the first native production program to be looked at a comparison and contrast of other native production tools is not possible at this time.

Overall grade on the program itself.

**9.0**

#### **What was the reasoning in developing Trident?**

“We, at Wave Software, have developed Trident as a first step to you taking control by De-Duping your data before sending it out to be tiffed. You can also produce PST's natively directly into a Review Tool. You can do such things as Bates Native Files. There is a niche for products that complement the litigation support process, that are intuitive, and easy to use. Whether you are using a review application, a local service bureau or a large consulting company, data is data; the problem is the same. The goal is to close the gap on errors and reduce costs without sacrificing accuracy and reliability of your data solution. You can take back more control of your data and better serve your clients. Wave worked hard to create Trident so you would not have to work hard in using It.”

For more information on Trident and Wave Software and their pricing please visit their website at [www.discoverthewave.com](http://www.discoverthewave.com)

This article was written by John Randall. He has been in the litigation support industry for the past eight years. With 6 of those years working for service providers all over the country. Before starting up Randall Consulting in 2006, the previous year was spent working on the law firm side.

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The Randall Report which compares and contrasts some of the 3<sup>rd</sup> party electronic discovery programs from 2006 is still available at: <http://www.randallconsulting.net/2006report.html>



**Randall Consulting**

