

Automotive Manufacturer

Industry

- Automotive

Solutions

- OpenText Axcelerate

Services

- OpenText Recon Investigations

Results



Outsourced internal investigation with OpenText's end-to-end solution



Reduced costs and improved efficiency with enhanced document analysis and review



Accelerated time to results with seamless workflow



Enabled swift and confidential decision-making to support legal investigation

Automotive manufacturer fast tracks eDiscovery with OpenText investigation solution

Global automaker outsources digital investigations to OpenText Recon Investigations service for fast, secure, and cost-effective results

“From our first contact with OpenText, it was absolutely clear that was the way to go. We had the confidence that OpenText offered the solutions and the expertise to handle this on our behalf. It simply wasn't possible to review and investigate everything on our own, not while the daily work also has to be done. With OpenText Recon Investigations service, we had specialists working for us, with no time delays, and a solution that would give us full transparency.”

Legal Team Member
Automotive Manufacturer





From accounting fraud to unauthorized access to data, organizations face a range of insider threats that must be handled quickly and carefully. However, many companies lack the resources and specialized knowledge to discover digital facts that may be hidden within huge volumes of data. Recently, when a large automotive manufacturer identified the possibility of a network intrusion, the company sought outside expertise to conduct a swift and thorough investigation.

Digital sleuthing to uncover the facts

During a recent restructuring at a large automaker, concerns were raised about the company's past connection with a workers' organization. To determine whether any network intrusion had occurred, the company needed to conduct a thorough internal investigation, which included reviewing massive volumes of email and correspondence between different departments of the company to confirm suspicions and/or to uncover entanglements.

One of the automaker's trusted outside legal advisors recommended that they look into OpenText Axcelerate™ which features advanced analytics, machine learning, and automation to provide electronic discovery, document review, and investigative capabilities. The solution seemed ideal; but the company did not have the necessary bandwidth and, above all, did not have enough time to leverage the Axcelerate solution on their own.

It was decided that fully outsourcing the investigation to OpenText's Recon Investigations team would be the most effective approach. A member of the automotive manufacturer's legal department explained, ***"From our first contact with OpenText, it was absolutely clear that was the way to go. We had the confidence that OpenText offered the solutions and the expertise to handle this on our behalf."*** They added, ***"It simply wasn't possible to review and investigate everything on our own, not while the daily work also has to be done. With OpenText Recon Investigations service, we had specialists working for us, with no time delays, and a solution that would give us full transparency."***

The OpenText Recon Investigations service offers end-to-end investigations led by a team experienced in unstructured data interrogation, to help companies find the facts in all types of matters, including internal investigations, litigation assessments, and compliance and regulatory investigations. Utilizing specialized data tools and workflows, the team quickly locates the facts and gains insights into data patterns, gaps, and relationships, in a fraction of the time and cost of a traditional eDiscovery review.

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Rapid insight and actionable intelligence

The OpenText investigations service provided the automaker with an efficient, secure, and cost-effective solution. In particular, the time saved by outsourcing the investigation was critical as the company faced pressure to quickly uncover the facts that would support the filing of one or possibly more criminal charges. The OpenText Recon experts leveraged the Axcelerate document review and analysis platform to accelerate and automate the review process—saving costs and finding relevant data sooner. One legal member commented, ***“We were under significant time pressure. It was so valuable to have in OpenText a partner who was very quick and very efficient and could deliver a report that we could use to proceed in the matter.”***

In addition, the cost savings related to engaging OpenText were significant. With OpenText’s end-to-end capabilities, the auto company did not require additional support from other vendors or face hefty billable hours from law firms. OpenText managed and executed all elements of the investigation, eliminating inefficiencies and the cost of multiple vendors and technology.

Internal security was a concern during the investigation, but OpenText provided a layer of confidentiality that circumvented any concerns of trust internally. The team quickly located pertinent documents that provided insight into the facts. By using advanced analytics, technology-assisted review based on continuous learning, and contextual diversity algorithms, they uncovered unknown details and documents.

Once the investigation was complete, the facts were delivered in a comprehensive OpenText Recon Intel report that provided answers to the matter in question, a timeline of pivotal events, key actors, and hyperlinks to the relevant documents. The findings in the report were given to the police and state prosecutor, which led to questioning of the suspects in the case.

A trusted partner for the future

With the swift and effective outcome of the investigation, the automaker did not hesitate to engage OpenText Recon Investigations service a second time when another situation arose that required an internal investigation. Based on these successes, the company plans to rely on OpenText as a partner for any future investigatory needs.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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