

# INSTANT CASE STUDY

Worthington Federal Bank Realizes IM Archiving Alone is Not Enough When it Comes to eDiscovery

## **The Customer: Worthington Federal Bank**

Worthington Federal Bank has been a happy Lync customer for approximately 2 years. The native archiving capability within Lync captures all of the IM conversations throughout the local branches to meet regulatory requirements. Financial Services institutions are required to archive data for 7 years. However after a couple of forensic investigations with outside legal counsel involved for Worthington Federal Bank, it was apparent there was no easy way to view and extract IM data for eDiscovery needs.



### **Results: Saved Time and Money and Improved Search Process**

Instant Technologies' HR Auditor solution addresses all of Worthington Federal Bank's search and reporting needs saving them time and money on lengthy and expensive legal investigations. Scott Jenkins, like many CIOs at small businesses, is tasked with performing all of the IM searches at Worthington Federal Bank. As the CIO of a regional bank, Jenkins has numerous responsibilities to manage on a daily basis. Time consuming IM chat search and export investigations is not an efficient or productive use of his time. Not to mention how costly these discovery processes can be in legal expenses, especially if you can't find what you are looking for. Worthington Federal Bank conducts research on shareholder or lender issues only a few times a year. Instant Technologies HR Auditor solution more than paid for itself with investigations completed quickly, accurately, and in-house without incurring fees from outside counsel.

"It would have been literally impossible to find what we were looking for using the available Microsoft tools due to the number of individuals involved, time frame we needed to search and the cumbersome way Lync exports the data" explains Scott Jenkins, SVP, Chief Information & Technology Officer at Worthington Federal Bank.





# INSTANT CASE STUDY

### Worthington Federal Bank Realizes IM Archiving Alone is Not Enough When it Comes to eDiscovery

### **Bottomline:**

Organizations, especially resource constrained small businesses, need to think beyond the minimum regulatory requirements in their industry when it comes to data archiving. How will you manage the search process when legal or HR comes knocking on your door looking for investigative data?

#### **Background:**

HR Auditor for Microsoft Lync® is an eDiscovery tool that allows you to search, view and export Lync IM conversations within your existing archive database.

#### Key features include:

- Perform basic and advanced searches by keywords, dates, and users
- Export conversations to .pdf, .csv, or .txt files
- Install in less than 30 minutes with no technology upgrade

### Key benefits include:

- Cost effective, complete solution for managing eDiscovery and compliance requests

- Designed to enable nontechnical users to perform searches

- Streamlined installation and quick search honors time restraints on IT professionals

R						Welcome INSTANT\mquinlan Role: Admin Auditor		
Basic Search	Advanced S	earch	Reporting	Feed	back Abo	ut	Admin	
Search Options >>		Show/H	de Chat Visualization >>					
	Search	Daily Conversations						
Select Date to Filter and Search	20 17							
× Between • 7/2/2013	7/30/2013 Add Date Range							
Select User to Filter and Search	Clear -						1	
A conversations including any of the selected people.							-	
X Shawn Works	Dir	,	1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1	102 11 102 102 102 102 102 102 102 102 1	24 26 26 26 26 26 26 26 26 26 26 26 26 26	102/102/102/102/102/102/102/102/102/102/		
× Eric Richards	Dir	Date						
	Add User	LExport	All • Results per page:	20	Chat Participants: Peyton McMa		± 6	
Only include 1 to 1 conversations. Limit results to only chats where all participants were involved.		7/2/2013	10:01 AM Eric Richards; Sh	And a state of the	Started at: Jul 03, 2013 11:00:18 AM Ended at: Jul 03, 2013 11:14:18 AM for a duration of 00:13:59			
		7/2/2013	10:03 AM Shawn Works; M McPherson; Eric	ichael	11:00:18 AM Peyton McManus is the itsga.instant.local on a fixed ip address 11:04:16 AM Shawn Works ves			
Select Keyword to Filter and Search	Clear -	7/2/2013	1:05 PM Shawn Works; M	ichael	11:04:18 AM Shawn Works	103		
Match all      Match any	Add Keywords		McPherson; Matt					
		7/2/2013	1:08 PM Shawn Works; Po McManus;	eyton				
		7/2/2013	2:58 PM Shawn Works; M	att Quinlan;				
Saved Queries >>		7/2/2013	3:03 PM Shawn Works; M	att Quinlan;				
		7/3/2013	9:40 AM Shawn Works; Er	ric Richards;				
		7/3/2013	10:03 AM Matt Quinlan; Sha					
		7/3/2013	10:19 AM Eric Richards; Sh					
		7/3/2013	10:38 AM Shawn Works; El					
		7/3/2013	10:50 AM Shawn Works; Er					
		7/3/2013	11:00 AM Peyton McManus	; Shawn				

#### About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving and compliance, IM click to chat applications, and IM administration tools. Instant Technologies is an IBM Sametime Advanced Business Partner and a Microsoft Silver ISV Partner based in Portsmouth, NH.