



**Connected Digital Services developed
by PwC**

Efficient eDiscovery
tailored to your
individual needs



Connected Digital Services

A PwC Product

Would you like to carry out internal investigations on your own, while having access to technical expertise and assistance of an external provider upon request? Our concierge platform **Connected Digital Services** enables this.

The digital forensics solution currently consists of six modules, including **Connected eDiscovery**. Use our tool to conduct internal investigations on your own and, if necessary, ask our PwC experts for additional support and services around the clock.

Learn about the experience from one of our clients using Connected eDiscovery to conduct internal investigations and also how your company could handle its next case quickly and cost-effectively by using the tool.



Connected eDiscovery is suitable for companies of all industries and sizes – starting from small companies and law firms through to midsize companies to large corporations. Our customers can decide individually which services to use and to what extent.

Our customer, a public sector cooperation with approximately 50 employees, is currently using Connected eDiscovery to conduct internal investigations on its own:

Our customer's situation before using Connected eDiscovery

- The customer used native tools such as spreadsheet, word processing and email softwares when carrying out internal investigations.
- Targeted searches were therefore time-consuming and the results were incomplete.
- Limited search capabilities: The customer wanted to review electronic data such as emails or documents efficiently and to conduct eDiscovery searches based on metadata.

What our customer expected from a digital forensics solution

- Possibility to conduct searches efficiently and in a structured manner to get the relevant data for the investigation as quickly as possible.
- Possibility to use latest technologies as well as search techniques and capabilities, e.g. including the search for certain word combinations, when conducting eReviews.
- Possibility to review all documents within one platform as well as to document the respective results and underlying considerations directly in the tool.
- Possibility to export eReview results and being able to filter the report accordingly based on various criteria (e.g. custodians, time period or relevance).

Why our customer chose Connected eDiscovery

- The customer had limited experience and knowledge in eDiscovery. Special technical knowledge is not a prerequisite for Connected eDiscovery and the workflow is very intuitive. The tool can be used for internal investigations at short notice.
- The customer benefits from an intuitive and flexible solution which can be individually tailored to customer needs.
- From the beginning onwards our clients stated that additional support with regard to data collection and eReview is perhaps needed. Therefore, the possibility to rely on PwC's consulting expertise – including IT and legal specialists as well as forensic experts and analysts – was a significant benefit.

How our customer benefits from Connected eDiscovery

- **“With Connected eDiscovery, we can access all the features we were looking for to conduct internal investigation efficiently. The platform is easy to use and enables us to handle cases on our own. We asked PwC to support us with data collection. Their work exceeded our expectations: they even came on site to support us.”** – a government institution in the EU
- We also assisted the client in extracting electronic data from less common tools.
- The customer was able to access the platform and immediately conduct its internal investigations.

Benefits at a glance

- ✓ End-to-end solution: Entire eDiscovery process is carried out within one platform.
- ✓ Outstanding customer experience: Intuitive user interfaces and provision of further information for more guidance.
- ✓ Start immediately and get fast results: No need for implementation.
- ✓ Drive digital transformation: Automated pipelines and artificial intelligence reduce efforts.
- ✓ External know-how upon request: Expertise from extensive PwC network accessible through digital forensic solution.



Connected eDiscovery –
Conduct internal investigations on your
own and receive technical support as well as
additional consulting services upon request.

Find out how we can best support you!
de_store@pwc.com



Sally Trivino
Forensic Services



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