

RenewData Provides Human Therapeutics Company with Crucial E-Discovery Services

CHALLENGE: Facing the loss of data on hundreds of tapes, a leading human therapeutics company in the biotechnology industry had an emergency situation where they needed results in less than eight days. The customer needed a simple, fast, and cost-effective method to restore an entire shared directory within a specified date range from a potential pool of 600 DLT tapes.

SOLUTION: The customer made the call to RenewData, and the client's needs were handled by a project manager who investigated, outlined, and delivered a scope of work which was fully defined within 24 hours. RenewData's electronic evidence experts then went to work to analyze a sample catalog tape which was sent in advance. The customer shipped 614 DLT tapes with NetBackup/NDMP backup software, and upon receipt of the tapes, RenewData followed its chain-of-custody protocol. From there, using the sample catalog, RenewData was able to target 29 tapes within the specific date range containing the shared directory needing restoration. RenewData's electronic evidence experts were able to restore the data without recreating the native environment of the original hardware or software used to create the tapes. During the entire process, the customer was able to view pertinent data via remote access to ensure it met their needs. The final 800 GB of data was delivered to the customer on a hard drive, three days ahead of schedule.

RESULTS: Within five days, RenewData was able to use its chain-of-custody protocols, proprietary technologies, and project management to process, restore, and copy 800 GB of data to meet the customer's emergency needs.



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