See beyond the matter at hand
With clear and focused attention

Deloitte Discovery
Americas Regional Guide
Going beyond borders to move our clients ahead

We help you embrace change, turning issues into opportunities throughout the business lifecycle for growth, resilience, and long-term advantage.

Delivering market-leading global guidance

Around the world, Deloitte Discovery helps global organizations solve their toughest discovery challenges and improve their discovery processes, programs, and technology. We provide the full spectrum of information governance, computer forensics, Discovery, complex analytics and document review services. In helping our clients, we bring agile teams with diverse cultural backgrounds and in-depth experience; specialized technical and industry capabilities; and an innovative use of data and emerging technology to uncover possibilities that others fail to find.

Accelerating results through smarter, simpler solutions

Whether tasked with preserving data from thousands of mobile devices, or improving the efficiency of document review with new technology, we combine the highly specialized skills of our people, our commitment to technological advancement, and our vast global network to provide deeper, more comprehensive insights and smarter, more efficient solutions.

Further, Deloitte’s state-of-the-art Electronic Discovery Solutions Center — the centerpiece of our data collection, processing, and hosting capabilities — provides the security, scalability, and technical support that our clients’ sensitive data requires. As such, we help our clients to both better control cost and to mitigate risk during discovery.

Emphasizing collaboration and innovation

In serving clients, our focus is three-fold: provide the smartest solution; build a strong relationship; and add value by making an impact. Throughout the discovery process, we try to do that every day, for every client. In doing so, we help global organizations — of all sizes, across all industries, beyond all borders — to become stronger, more efficient, and more confident.

Go forward faster with

Deloitte Discovery
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To view on a computer:
• Click on the country names to go to that page.
• Roll-over colored arrows on left margins to read service information.
• Click to each country from the service matrix on page 16.

To view on a tablet:
Interactivity and individual country service information is not available.
The Deloitte difference

Deloitte Discovery combines the highly specialized skills of our people, our highly developed technologies, and the power of the Deloitte global network to provide deeper insights and smarter, more efficient solutions so clients can control costs and mitigate risks during the discovery process.

Deloitte ranked #1 by Kennedy in global forensics and dispute advisory services

– Kennedy Consulting Research & Advisory; Forensics & Dispute Advisory; Kennedy Consulting Research & Advisory estimates © 2013 Kennedy Information, LLC. Reproduced under license

Discovery services for nearly 30 years

EDSC was awarded Relativity’s Best in Service Orange level

Achieved kCura’s Orange-level Relativity Best in Service recognition for exceptional customer service.

5 Core Services
- Discovery
- Collections
- Processing
- Hosting
- Review

Discovery services

- Consumer & Industrial Products
- Financial Services
- Public Sector
- Technology, Media & Telecommunications
- Life Sciences & Health Care
- Energy & Resources

200,000+ Professionals

- Including 800 focused on Discovery

Clients on 6 Continents

In more than 35 Countries

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Deloitte Discovery services and capabilities

Reducing the risks and managing the costs of discovery through careful preparations and process improvement.

Deloitte Discovery provides consulting services throughout the discovery process. We help our clients understand the drivers and challenges for each stage of discovery, ultimately providing a specific vision of where an organization stands on a capabilities maturity continuum, and then developing a plan for improving its profile based on industry, regulatory, and regional requirements, and for effectively responding to a discovery request.

We are also experienced in providing broad and cohesive expert witness services to help reduce cost and risk. Our professionals leverage computer forensic analytics and specialized data analytic tools to assist with identifying issues potentially relevant to a matter and have served as expert witnesses in numerous jurisdictions.

Effectively identifying and assembling data and documents to meet discovery demands.

Deloitte Discovery professionals work with companies and their legal counsel to complete the collection process quickly and efficiently, with a predictable cost structure. Our collection professionals are equipped with computer forensic “road kits” that allow them to travel for onsite collections. They are also equipped to handle remote collections if covert collections are required or if physical access is not available.

In addition, our specialists can handle live acquisitions if memory analysis is needed. Deloitte’s data collection services cover an extensive range of data sources and devices, including Windows-based PCs, Mac computers, servers, remote data centers, cloud storage, mobile phones, PDA/Smart phones, tablet computers, backup systems, Exchange email servers, Lotus Notes systems, and backup tapes in various formats.

Securely and efficiently reducing collected data to a manageable set for review.

Deloitte Discovery uses a wide range of advanced processing technologies through the pre-culling, culling, and processing phases of an engagement. We are able to scale and configure each project to the unique specifications that the case demands. In addition, we have forensic centers located in 35 countries and each location supports processing capabilities.

Large-scale processing takes place in our primary data centers in the United States, Canada, United Kingdom, Switzerland, the Netherlands, Germany, Hong Kong, mainland China, Japan, Korea, India, and Australia. Moreover, Deloitte has the ability to set up short-term processing and hosting centers at Deloitte offices, client facilities, or other sites—using either preconfigured mobile units or standard technology stacks that we can ship from our primary data centers to the desired location.

In consecutive years, Deloitte has been awarded Relativity’s Best in Service Orange level, which recognizes partners for making additional investments in people, process, and technology to manage installations with above average user counts. Deloitte Discovery’s global Relativity network includes 4,500 seat licenses across 35 countries.

Providing clients and their legal counsel with a secure, online, collaborative environment for legal review.

Deloitte Discovery includes multiple web-based hosting and review options for our clients. Depending on the matter type, data volumes, case theory, and number of concurrent users, we match the right technology to meet your unique needs. Deloitte also has the ability to quickly set up short-term processing and hosting centers at Deloitte offices, client facilities, or other sites—using either preconfigured mobile units or standard technology stacks that we can ship from our primary data centers to the desired location.

Deloitte Discovery has been conducting document review in a controlled operations environment for well over a decade. Our experience delivering reliable and flexible large-scale document review services places us many years into the learning curve of managing people, processes, and technology.

Efficient and timely assistance with document review and production in business disputes and investigations.

Deloitte Discovery’s dedicated document review professionals, many holding legal degrees, deliver efficient and defensible managed document review services. We have built our managed review services on a foundation of demonstrated technology and analytics, along with tested methodologies for conducting defensible technology-assisted document reviews.

Deloitte has been conducting document review in a controlled operations environment for well over a decade. Our experience delivering reliable and flexible large-scale document review services places us many years into the learning curve of managing people, processes, and technology.

“1” indicates document review with legally trained resources and a dedicated team.

“2” indicates document review using experienced Discovery professionals.
Americas
Argentina and Latin America

Overview
The Latin American market is evolving rapidly with a traditional business model that is changing to adopt cross-border global solutions. Deloitte is constantly adapting its services in this ever-changing market in order to meet the needs of our clients, who must develop new solutions to these emerging issues. In light of this reality, the Deloitte Latin American Countries Organization (Deloitte LATCO) has been established as a regional organization to provide a wide array of services to their local clients. This regional organization unifies the firms of Argentina, Bolivia, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Paraguay, Peru, Uruguay, and Venezuela; with nearly 4,500 professionals distributed among 25 offices in 15 countries. Deloitte LATCO is positioned as one of the leading professional services companies in Latin America. The professionals in each of the member firms of Deloitte LATCO work together in teams, providing a diverse range of skills and experience to our clients.

Discovery and litigation support inevitably involve managing large amounts of electronic information, such as email, electronic files, and financial data. Traditional filtering techniques, such as “de-duplication,” are becoming less effective as data sizes increases. By using advanced search and review methodology, combined with scalable technology platforms, we are able to find, produce, and validate the relevant data that our clients need.

Technology
Our facilities include a secure, purpose-built discovery lab facility located within Deloitte’s facilities in Buenos Aires, Argentina, and Bogota, Columbia. These labs feature logged restricted access and a stand-alone, segregated, and highly-secure IT infrastructure.

Data privacy and security
Certain countries such as Peru and Argentina, similar to the European Union, have legislation regarding sensitive personal data management. These laws can have a major impact on a company’s ability to manage investigations. They can affect how companies monitor the use of this type of information, such as how to regulate the life cycle of personal data, from collection to...
destruction, or the ability to transfer personal data to countries without a similar Data Protection regulation. Our computer forensics lab in Buenos Aires adheres to Argentina’s Data Privacy Law and has the capabilities to process data from our region in order to comply with regulatory Data Privacy requirements of surrounding countries.

Representative client engagements

Forensic data collection and preservation for a multinational U.S. retail company
Deloitte was engaged by an international law firm to perform forensic data collection and preservation for a retail company in its Argentina subsidiary. We forensically imaged computers with collection required from various types of hard drives, including IDE, SATA, ZIF, and SSD.

Computer forensic investigation for a private health care company
Assisted a healthcare company with an investigation into the root cause of a data leakage incident.

Discovery support for a private Germany bank
In supporting an engagement from another Deloitte member firm, our team processed more than 200 GB of email data for the Argentinian subsidiary of a German Bank. Through the use of Trident Wave and Nuix to deduplicate and keyword search, we were able to reduce the review population to less than 5 percent of the original data set.

Forensic data collection for an international mining company
Our team performed forensic data collection and preservation for a mining company’s subsidiary in Bolivia, in support of an engagement with Deloitte Canada. More than 20 computers and mobile devices were forensically imaged in less than three working days.

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Brazil

Overview
In recent years, Brazil has built a new development model supported by monetary stability, fiscal responsibility, and social inclusion. These measures have led the country to an economic expansion cycle and a new level in the international context, increasing investor interest. Brazil has become the most powerful country in Latin America in economic terms and is leading the other countries of South America.

With more than 5,000 professionals in 12 offices spread across Brazil’s economic capitals, Deloitte is one of the largest professional services firms in the country. Deloitte’s client base includes multinational corporations with a presence in Brazil, as well as important local groups. We also work for local and international law firms, representing their clients in fraud investigations and litigations.

The Discovery practice of Deloitte Brazil provides our clients with computer forensics, electronic discovery and data analytic capabilities in a single, dedicated, and seamless solution. The Discovery practice is specialized in understanding the situations, gathering and analyzing electronic data and creating detailed reports. Deloitte Brazil has established processes in place so that the data collected for investigations and litigation complies with local data collection and preservation chain of custody requirements. We also support our clients’ decision-making process and the legal proceedings aligned with the client strategy and in accordance to local law.

We work with our clients to adapt our resources, tools, and approach to provide the best solution for each situation. From hard drives, servers, thumb drives, mobiles, CD/DVD, hard copy documents, cloud to transaction data, bank records, inventories, access information, and emails, we can analyze and detect patterns, trends and anomalies that support our clients in different and complex situations.

Technology
Based in São Paulo, Deloitte owns and operates a computer forensic, analytic, and Discovery lab, which contains state-of-the-art infrastructure to acquire, process, and analyze large amounts of data from different storage media. Our forensic laboratories are subject to a range of security controls and processes to monitor and restrict access to only appropriate staff.
Our infrastructure is also capable of quickly processing the collected data and making it available through our Discovery platform for specific analysis by our team of forensic specialists, or for attorneys, technicians, and client specialists.

Our capabilities include the following:

- Maintain data security protocols, including the use of government-level data encryption;
- Apply several internationally accepted forensics methodologies in accordance with Brazilian laws to promote the integrity and legal value of the analysis and information;
- Provide technologies to de-duplicate, filter, and index documents to ease the access to the information and optimize the examinations and reviews;
- Maintain chain-of-custody records and tracking activity to address authenticity of data and process concerns; and
- Preserve the confidentiality of the information collected or provided by the client by keeping it in a secured environment, controlled, and within our company’s infrastructure.

Data privacy and security

While there is no specific data protection law in Brazil, other laws (Privacy and Confidentiality Laws) impose a range of privacy obligations that replicate some aspects of a more specific data protection framework. These laws include: (i) the general principles relating to privacy, private life, honor, image, and correspondences of individuals and indirect personal data contained in the Brazilian Federal Constitution; (ii) sector-specific laws, such as banking secrecy and telecommunication laws; and (iii) the Criminal Code, which criminalizes violation of private computers and interference with private correspondence.

Representative client engagements

Information leakage at the industry sector

We were engaged by a law firm to support a multinational industry company in a case of information leakage regarding IP material. A significant amount of information was collected from computers, servers, external drives, smartphones and tablets, including encrypted information and deleted data. We were able to process, filter, and cull to the most relevant information and make it available in a Discovery platform for the attorneys who performed the review. With our support, the law firm was able to solve the case, in turn saving the client a considerable amount of time and money.

Fraud investigation

Our team was retained by the legal counsel of a global European company to help in a case of embezzlement through an ERP software breach. Deloitte acquired information from a variety of sources, including payment system software, databases, network shares, computers, and email servers. Deloitte processed the dataset, de-duplicated, and highlighted what was relevant to the investigation. We delivered the results in a timely manner using our specialized document review team.

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Canada

Overview
Deloitte professionals in Canada are considered thought and market leaders in Discovery with deep experience in a wide spectrum of litigation support, investigative, and dispute consulting matters. Deloitte has one of the largest private Discovery centers in Canada, which is conveniently located in Toronto’s Financial District. Our professionals provide an end-to-end Discovery solution — from data identification, collection, and preservation through consulting on hosting solutions and production. We understand litigation risks and apply our forensic knowledge in bringing chain of custody simplicity and single point of contact management accountability. Our team of experienced professionals can offer local delivery while you benefit from our global network of computer forensic and Discovery professionals.

We offer consistency with cross-border, and international data-gathering requirements, providing clients with efficient and cost effective collection procedures, and hosting of EU data. We have significant experience with Canadian clients experiencing local, cross-border, and international class action and complex litigation matters; including those cases involving multiple parties and government agencies. Our clients have access to experienced forensic technology specialists, application certified professionals, forensic accountants, dispute and damage quantification specialists, and former law enforcement professionals.

Our computer forensic professionals assist in Discovery engagements to maintain evidence integrity. We have represented clients in challenging the integrity of data provided by opposing parties as evidence in legal matters and determined that collection and processing processes were compromised because untrained personnel lacked the skills and experience to properly handle and process electromagnetic media. Many of our professionals have been expert witnesses with significant testifying experience. Our Computer Forensic and Discovery professionals maintain “Secret” level security clearances from the Government of Canada, as we appreciate the requirements of privacy and security of data. We have established a Legal Project Solutions (LPS) group with more than 400 lawyers, who are
specifically focused on corporate clients, with a proven track record based on reviewing in excess of hundreds of millions of documents. We have leveraged the LPS team on several matters for Canadian clients where we delivered timely and cost effective document reviews.

**Technology**

Our National Discovery & Analytic Centre (NDAC), located in Toronto, Ontario, is the largest private analytic lab in Canada for conducting computer forensic, Discovery and analytic insight engagements. The NDAC is a state-of-the-art facility designed to satisfy today’s high-volume processing requirements for data analytic and Discovery assignments, with an ability to quickly expand capabilities to meet future demands. It was designed to assist Canadian clients respond to litigation matters and to reduce reliance on U.S. vendors for Discovery needs. The NDAC provides:

- Industry-leading throughput and storage capacity
- High availability, fault tolerant architecture
- Operations 24 hours a day, 365 days a year
- Deloitte owned and operated
- 24/7 monitored access control, security personnel, video surveillance, and magnetic identification cards for all visitors
- Issuance of user names and passwords, including two-factor authentication
- VPN permission rules
- Data-at-rest and data-in-motion encryption policies and processes
- Project rooms available for client engagements
- NATO Secret clearance for data processing and hosting

**Data privacy and security**

Canada has numerous laws and regulations in place to address data privacy and security, personal data collection and processing, and the transfer of personal data. The European Union has recognized Canada as providing an adequate level of protection for personal data transferred from the Community to recipients subject to the Canadian Personal Information Protection and Electronic Documents Act. In an attempt to mitigate the data privacy impact on cross-border, multi-jurisdictional Discovery engagements (for example, if EU data was required for U.S. investigations and litigation), we provide processing and hosting services for EU data within our Discovery facility in Toronto.

**Representative client engagement**

**Discovery services for both parties in a proposed acquisition**

Deloitte was engaged to provide Discovery services for both parties in relation to the proposed acquisition of one client by the other. Both clients required assistance with responding to a Supplementary Information Request (SIR), similar to a Second Request in the United States, from the Competition Bureau. The effort involved collection of data in excess of 50 TB, across approximately 140 disparate custodians and systems, from two distinct infrastructures. More than 400 pieces of evidence were collected and processed for review resulting in more than 18 million documents, prior to filtering and keyword searches. The entire process from initial preservation to production took less than 45 days.

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Industry specialization:
- Consumer & Industrial Products
- Energy & Resources
- Financial Services
- Life Sciences & Health Care
- Technology, Media & Telecommunications
Caribbean & Bermuda Countries

Overview
The complexity and volume of business-related data in today’s corporate climate means businesses in the Caribbean & Bermuda Countries (CBC) are under increasing pressure to understand the data captured during day-to-day business activities. The Deloitte CBC Discovery team helps businesses by using technology to bring new levels of clarity, integrity, and insight to cut through the confusion.

Deloitte’s CBC cluster primarily serves businesses located in, or with interests in, the English-speaking Caribbean. We have keen knowledge of a variety of industries and sectors, with a specialized focus on Financial Services, Tourism & Hospitality, the Public Sector, and Oil & Gas. We have assisted several clients on a large number of complex, multijurisdictional litigations, insolvency and investigative matters involving banks, hedge funds, captive and reinsurance companies, corporate service providers, and special-purpose vehicle companies.

Deloitte CBC has more than 600 professionals with offices in the key jurisdictions of the Bahamas, Barbados, Bermuda, the British and U.S. Virgin Islands, the Cayman Islands, and Trinidad and Tobago. Additionally, our financial advisory professionals in the Caribbean and Bermuda region have diverse backgrounds and significant experience in helping companies with their complex issues.

We have an experienced team of Discovery, computer forensic, IT security, data analytics, and information system specialists providing litigators and forensic investigators with assistance managing large quantities of information on which cases are built.

Technology
Our teams have access to dedicated computer forensic laboratory infrastructure, specialized forensic software tools, and forensic field kits. We are equipped with the latest hardware and software solutions to provide an efficient and appropriate response, regardless of the location, scale, or complexity of technology encountered.

Our facilities in the CBC include a secure, purpose-built discovery and forensic lab, and data center facility located in the Cayman Islands, serving the wider CBC region. Our lab is equipped with special-purpose computer workstations and other equipment, which is used in the extraction, indexing,
and forensic analysis of data collected, and restoration or replication of application systems, such as corporate databases, email, and system backups. This lab also features logged restricted access, and a stand-alone, segregated and highly secure IT infrastructure, including a segregated discovery and data analysis network. Located in one of the most structurally sound and resilient buildings in the region, the lab is highly secure and has redundant power, water, and telecommunication systems, with sophisticated security and gas fire suppression systems.

Within this facility, Deloitte also offers high-specification, purpose-built server rooms dedicated to an individual client. These rooms can be configured and customized to exact requirements, whether used as a primary location for high-density production server environments, or for disaster recovery and continuity purposes. In addition, Deloitte also offers co-location hosting services, disaster recovery suites, and secure document storage.

Data privacy and security
The laws and regulations regarding collection and transfer of data for the purpose of Discovery and forensic investigations vary across the CBC region. Certain territories in the CBC have developed, or are in the process of developing specific data privacy and data protection rules. Our Discovery specialists work closely with legal professionals to support our clients in addressing and observing these critical laws and regulations.

Representative client engagements
Discovery for hedge fund-related litigation in the United States
Deloitte was retained by the Court-appointed liquidators of a Cayman-domiciled hedge fund to collect, process, and review data as part of an asset recovery investigation. Data was collected from desktop computers, laptops, and servers, and was processed in our Cayman Islands lab. Following processing and review, the data was produced for asset recovery litigation in the United States. We have performed a number of such projects for insolvent hedge funds.

Assistance to law enforcement agencies in collection and processing of evidence
Our team was retained to assist with the collection, processing, analysis, and review of data during the investigation of a complex, multinational fraud. We collected several terabytes (TB) of data from multiple enterprise systems, across several corporate entities, and covered in excess of 100 custodians, laptop and desktop machines, financial data platforms, mobile devices, back-up data spanning 10-plus years, and in excess of 1.5 million pages of hardcopy. Processed data was provided for first-pass review by our staff and further review by forensic accountants, counsel, and investigation agencies.

Collection of data from Blackberry Enterprise Servers in the Oil & Gas industry to assist investigation into allegations of hacking and data manipulation
Deloitte was engaged to collect and preserve data from a Blackberry Enterprise Server alleged to have been hacked, and provided that data to our Cyber-Forensic investigations team for further processing and analysis.

Collection of data from Blackberry Enterprise Servers in the Oil & Gas industry to assist investigation into allegations of hacking and data manipulation
Deloitte was engaged to collect and preserve data from a Blackberry Enterprise Server alleged to have been hacked, and provided that data to our Cyber-Forensic investigations team for further processing and analysis.

Collection and processing of data for a public utilities company in support of an investigation into bid rigging allegations
Our team provided collection and analysis of email data relating to approximately 20 custodians thought to have potential knowledge of bid-rigging activities. At the client’s request, collection was performed outside business hours to avoid alerting individuals to the ongoing investigation. The collected data was processed in our lab and facilitated further investigation into certain individuals’ activities and use of noncorporate email accounts.

Collection and analysis of data for a private company in offshore financial services industry regarding suspected data theft/leakage
Deloitte was retained by a private company in the Financial Services industry that was concerned about suspected unauthorized access to their premises and systems by a former employee and subsequent data theft/leakage. Data was collected from several desktop machines, servers and devices to assist with investigation and assessment by the client to check whether any further legal action was required.

We have assisted several other clients with similar issues, performing data collection and analysis, analysis of mobile devices and media, decryption of data and analysis of email activity.

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Overview
With more than 1,800 professionals across the country, Deloitte is the largest professional services firm in Chile. In an evolving discovery market with a growing need for cross-border global solutions, Deloitte Chile is adapting its services in order to meet the needs of our clients who must develop new solutions to these emerging and pressing issues. Deloitte Discovery professionals apply forensic practices to collect, preserve, and process data required for the discovery process or potential use as evidence in legal proceedings. An entire business dispute, commercial investigation, or multibillion-peso litigation may hinge on identifying when a single piece of data was communicated, generated, altered, or deleted; by and to whom, and under what circumstances. Our highly experienced professionals assist clients in addressing the technological challenges of today’s complex investigation and litigation environments by implementing practical approaches, supported by specialized technology and processes. Deloitte Chile has supported a large number of investigations with discovery solutions for global clients headquartered in North America and Europe. Our robust discovery capabilities distinguish Deloitte Chile from our peers.

Data privacy and security
Chile has a number of data privacy laws and related regulations governing the collection, processing, and hosting of personal and sensitive data. Chile’s privacy protection laws are in transition, and expanding in scope and strictness. Our Discovery specialists work closely with legal professionals to support our clients in addressing and observing these critical laws and regulations.

Representative client engagements
Fraud investigation conducted on behalf of a U.S. industrial goods company
We performed an investigation into employee expense fraud, collusion, and financial reporting irregularities for an industrial goods company in the United States. The investigation was supported by email reviews and reviews of electronic data files related to statements of account and employee emails.

Fraud investigation conducted on behalf of an Australian mining company
Our team performed an investigation and subsequent email review, which uncovered multiple violations of corporate ethics principles and potentially fraudulent activity related to vendor kickback schemes and leakage of sensitive data/information.

Fraud investigation conducted on behalf of a Canadian financial services company
Our team performed an investigation which focused on bid rigging (or collusive tendering) schemes and was supported by hard drive forensic analysis and forensic imaging.

Fraud investigation conducted on behalf of a Latin American manufacturing company
Our team performed an investigation of financial misstatement fraud, which included hard drive forensic analysis, forensic imaging, and email review.

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Representative client engagement
Deloitte participated in one of the largest forensic investigation cases related to the largest accidental marine oil spill in the history of the petroleum industry. Our team conducted client interviews, data preservation, and forensic analysis as part of a global team involving Deloitte Discovery resources from the United States, Canada, India, Czech Republic, United Kingdom, and Argentina.

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Overview
The electronic data stored on a laptop, desktop, tablet, or mobile device is the reflection of the lifestyle and behavior of most people in the business organization. Oftentimes, the data collected becomes useful information when the appropriate techniques and methodologies are applied to retrieve meaningful data. Deloitte Mexico has the tools, resources, and experience to collect data and to help businesses by performing forensic investigations in a sound manner. Our experienced team of analytic and forensic professionals with backgrounds in engineering, law enforcement, and accounting, possess deep technical know-how and are experienced in using proprietary software and methodologies as part of their investigations. Since each circumstance is unique and not suited to a simple “one-size-fits-all” solution, we work with our clients to tailor the resources, diagnostic tools, and approaches for their individual situation.

Technology
The Deloitte Mexico lab operates in one of the most modern buildings in Mexico City, with features including badge-controlled access for authorized Discovery personnel; security cameras; a fireproof, climate-controlled room with backup power systems; cold storage evidence room; and powerful, state-of-the-art workstations to analyze collected data.

Data privacy and security
The Mexican government enacted the Personal Information Protection Law in October 2010, which applies to collecting, processing, or handling personal information of Mexican nationals. Our Discovery specialists work closely with legal professionals to support our clients in addressing and observing the Personal Information Protection Law.
Overview
Deloitte Discovery has been providing Discovery services to corporate legal and IT departments, their outside counsel, and government agencies for more than 20 years. Our primary goal is to help our clients address their toughest Discovery and data management challenges.

With approximately 500 professionals in the United States, we strive to be an extension of our clients’ teams by delivering exceptional and customized services to corporate Legal, IT, Finance, and Compliance departments, and government agencies, regarding Discovery efficiency, information governance, cost control, and risk mitigation.

At our core, we provide end-to-end services throughout the discovery continuum, offering a “one-stop-shop” for our clients, while helping to develop their leading practices by providing strategic advice as they assume more ownership of their Discovery processes – including technology, process, and data management concerns.

In delivering value, we continue to invest in leading-edge technologies to provide the services that our clients need, when they need them. Above all, we work closely with the Deloitte Analytics Institute to incorporate analytics principles into our processes to help drive down costs for our clients.

In addition to our core Discovery services, our Deloitte Discovery professionals also assist with:
- Mobile Device Discovery
- Cloud Discovery
- Discovery Analytics
- Electronic Discovery Project Documentation Coordination and Centralization
- Enterprise Contract Management and Review
- Information Lifecycle and Archive Assessments
- Second Requests
- Structured Data Support

Technology
The centerpiece of our discovery operation is our Electronic Discovery Solutions Center (EDSC), which is Deloitte-owned and managed in Nashville, Tennessee. The EDSC is dedicated to handling processing and hosting for all U.S. client projects. It was built to meet key Tier III and Tier IV data center specifications, and currently houses more than 1,000 servers providing 5 petabytes of dedicated storage.

The EDSC also features state-of-the-art fully redundant power and storage with a disaster recovery site in Georgia. At the EDSC, there are more than 160 dedicated discovery professionals managing projects and technology, including our secure, fault-tolerant Relativity environments.

In 2013, the EDSC was awarded Relativity’s Best in Service Orange level.

“Orange-level partners are recognized for making additional investments in people, process, and technology to manage installations with above-average user counts – all while maintaining the high standards of Best in Service.” – kCura
Data privacy and security
The United States has a variety of Federal and state laws and regulations that address sensitive personal data management. Rules for implementing these statutes impose various security requirements on corporate and Federal entities. Examples of Federal and state laws that regulate the handling of sensitive data include the Health Insurance Portability and Accountability Act (HIPAA) and the Accountability Act (HIPAA), the Gramm Leach Bliley Act (GLBA), and the Massachusetts Data Privacy Law (MA 201). Rules implementing Federal and state statutes in the United States impose various security requirements on entities that hold these sensitive data.

Deloitte maintains a comprehensive information security program in the United States. This program is informed by several industry guidelines and leading practices including ISO27002 Information Technology — Security Techniques — Code of Practice for Information Security Management, the Information Systems Audit and Control Association (ISACA) Control Objectives for Information and Related Technology (COBIT) framework, Information Technology Infrastructure Library (ITIL) practices, and the BITS Financial Institution Shared Assessments Program.

Representative client engagements
Large-scale computer forensic investigation and Discovery
A large multinational corporation with operations on three continents, engaged us to conduct multiple fraud investigations of various subsidiaries over the past year. The investigation involved imaging and analyzing approximately 100 computers, including many from South America. To date, several individuals are under indictment or have been convicted in various jurisdictions. We converted emails and documents from the hard drive images and restored backup tapes from Spanish to English and are currently assisting the company in providing Discovery to the U.S. Justice Department on one aspect of the investigation.

Large-scale computer forensic investigation and Discovery
In conjunction with a Securities and Exchange Commission (SEC) securities litigation matter, our client, a large multinational corporation with operations on five continents, engaged us to conduct multiple fraud investigations of various subsidiaries over the past year. The investigation involved imaging and analyzing more than 100 computers, including computers from numerous U.S. cities, Europe, Hong Kong, Singapore, Australia, and South America. To date, numerous corporate officers of various subsidiaries and the parent corporation have been terminated. We have also produced more than 300 CDs or DVDs of email and documents to the SEC.

Computer forensic support of internal investigations for a Financial Services company
A large multinational financial services company, engaged us to perform approximately 20 computer forensic investigations involving approximately 60 computers. We worked hand-in-hand with their internal special investigative unit to provide seamless high technology crime investigative capabilities. One theft of intellectual property investigation resulted in the U.S. Attorney accepting the matter after a two-week investigation and the FBI executing a search warrant at the homes of two employees. We were provided with copies of the seized computers by the FBI to continue our internal investigation of the theft of intellectual property.

Email recovery
In conjunction with an SEC securities litigation matter, our client was faced with manually transcribing the email of several high-level executives in order to get it into the litigation environment. We restored approximately 400 backup tapes and converted thousands of emails to a usable, searchable format, cutting review time and production costs.

Large-scale Discovery
Our client, a liquidator, asked us to secure the whole accounting data over the last five years of a large German corporate group. We had to secure a large amount of backup tapes and to restore the electronic data of the accounting system. We then analyzed the data with for information about the possible reasons for the insolvency of the company.
## Services matrix

<table>
<thead>
<tr>
<th>Country</th>
<th>Discovery Consulting</th>
<th>Collection</th>
<th>Processing</th>
<th>Hosting</th>
<th>Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina and Latin America</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Brazil</td>
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<td>Caribbean &amp; Bermuda Countries</td>
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<tr>
<td>United States</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
</tbody>
</table>

**Review**

“1” indicates document review using experienced Discovery professionals.

“2” indicates document review with legally trained resources and a dedicated team.