



CHALLENGES

- Ensure confidentiality and protect KLA-Tencor's information assets
- Minimize the strain of document analysis and review on IT and Forensics teams
- Inability to analyze most relevant documents first and see the entire context around them

SOLUTION

- Clearwell E-Discovery Platform for document processing, analysis, and review

BENEFITS

- Decreased cost and duration of security investigations by 90 percent
- Freed up staff resources to focus on higher-value work
- Mitigated risk and maximized protection of corporate IP

"The ability to eliminate duplicates, link related messages together into threads, quickly tag them and cull down the data set to the most relevant messages is incredibly valuable. Clearwell's intelligent analysis, combined with its rapid speed and accuracy make it a valuable addition to our advanced security infrastructure, resulting in significant cost savings on document analysis and review."

Jeff Gurulé, Director of Global Security

KLA-TENCOR

Clearwell E-Discovery Platform Delivers 90 Percent Reduction in the Cost and Duration of Information Security Investigations

OVERVIEW

A dominant force in the semiconductor manufacturing industry, KLA-Tencor (NASDAQ: KLAC) is mindful of competitive pressure based on the superiority of its technology and caliber of staff. The company regards its intellectual property as a strategic advantage over the competition, and utilizes the most stringent security practices to safeguard its crown jewels.

BUSINESS CHALLENGES

"Email is one of the most susceptible areas of our business because of the everyday reliance on it, and the sensitive material being transmitted externally to partners and across our global workforce every day," Jeff Gurulé, Director of Global Security said. His team is responsible for investigating all potential violations to KLA-Tencor's confidentiality policy, Human Resources code of conduct, and any other issues likely to occur in a large, global company of their size. Once the emails and documents for analysis were collected by IT, Gurulé's team used common search tools and spent hours manually reviewing thousands of emails and other types of electronically stored information (ESI) to find the facts and determine who knew what and when. As with any investigative process, the initial reviews were often followed by additional data requests to IT, resulting in several back-and-forth discussions between the requesting department and IT. The entire process was inefficient for all parties and riddled with cost and potential risk.

"Prior to Clearwell, we used simple search tools that told us a document existed but fell short on identifying whether it was a duplicate, or being able to highlight keywords and provide any context around them," Gurulé said. "Furthermore, they offered no tagging capabilities to mark the documents as relevant or not relevant to the investigation."

Gurulé needed a solution that would present relevant documents in an intuitive and meaningful way for an investigation with robust tagging capabilities that would fit "hand in glove" with their existing process. He also wanted to minimize the strain these searches placed on IT resources, and on his own team of forensics experts who were tasked with reviewing large volumes of messages, taking their time away from higher value projects. Further, the solution was required to comply with the Electronic Communications Privacy Act (ECPA), a privacy guideline KLA-Tencor wholeheartedly supports.

“Clearwell’s search was lightning fast—we just plugged in the keywords, and in a matter of minutes we received the results completely de-duped with all of the keywords highlighted in documents and all the related messages automatically linked into threads.”

Jeff Gurulé, Director of Global Security

CLEARWELL SOLUTION

In an unprecedented move, KLA-Tencor’s IT department approached him after discovering Clearwell and reading about a high-profile energy company who faced a strikingly similar challenge with document analysis.

“KLA-Tencor is grounded in innovation so we were familiar with all the tools on the market, but were hard pressed to find a solution that specialized in document analysis. After evaluating Clearwell we knew it offered the caliber of technology we needed, worthy of including in our Information Assets Protection strategy,” Gurulé said.

Unlike yesterday’s simple search tools that index and provide keyword search capability, Clearwell analyzes the content and metadata of ESI and combines it with organizational data to dynamically derive communication patterns. Clearwell then applies proprietary, patent-pending linguistic and statistical analysis algorithms to

further analyze the documents into topics. This is done for all collected case documents, but can also be performed across all Exchange servers, PST/NSF files and archives.

Since installing Clearwell, Gurulé has minimized his reliance on IT and experienced a vast improvement in the speed and accuracy of searches. “By eliminating duplicates alone we’re able to cull down the total number of documents for review by at least 40 percent, making the analysis process much quicker and less painful,” said Gurulé.

In a real-world scenario, Gurulé conducted a series of keyword searches and experienced a 100-percent increase in speed and accuracy. “Clearwell’s search was lightning fast—we just plugged in the keywords, and in a matter of minutes we received the results completely de-duped with all of the keywords highlighted in messages and attachments and all the related messages automatically linked into threads,” said Gurulé.

Clearwell now enables KLA-Tencor’s investigations team to free up staff resources for more strategic endeavors. “In less than a day, one member of our team can quickly piece together a chronology of events and identify all of the associated players,” Gurulé said.

BUSINESS BENEFITS

The Clearwell E-Discovery Platform is a necessary and critical component of KLA-Tencor’s Information Assets Protection strategy. “The ability to analyze documents using Clearwell has led to an order of magnitude improvement in our security investigations. Plus, Clearwell is a non-intrusive, standalone solution that is easy to use, making it seamless for IT for deploy and support,” Gurulé said.

Key benefits KLA-Tencor realized with the Clearwell E-Discovery Platform include:

- Decreased cost and duration of security investigations by 90 percent
- Freed up staff resources to focus on higher-value work
- Mitigated risk and maximized protection of corporate IP

ABOUT CLEARWELL SYSTEMS

Clearwell Systems, a leader in Intelligent E-Discovery, is transforming the way enterprises conduct e-discovery in response to litigation, regulatory inquiries, and corporate investigations. By automating the processing, analysis and review of electronically stored information, Clearwell enables enterprises to accelerate early case assessments, lower processing costs, reduce review workload, and gain control of e-discovery. Leading corporations, law firms, government agencies, and legal service providers have reduced e-discovery costs by as much as 80 percent within days of their deployments.

To learn how Clearwell can deliver value to your organization, contact an e-discovery expert at: info@clearwellsystems.com, or call us at: 877.727.9909.



Clearwell Systems, Inc.

441 Logue Avenue, Mountain View, CA 94043

650.526.0600 tel | 650.526.0699 fax | www.clearwellsystems.com