

Universal Messaging Platform

Driving efficient and dynamic review and analysis
for emerging data sources

Use of cloud-based collaboration and communication platforms and other emerging data sources are continuing to accelerate at a rapid pace. This is prompting a significant surge in data volumes containing short-form messages, dynamic documents, rich media and other new data formats in e-discovery and investigations.

Legal teams are under increasing pressure to efficiently and defensibly access, process, analyze and review data from an ever-increasing variety of cloud-based applications and systems.

Experts in emerging data sources, digital forensics, e-discovery and investigations within FTI Technology have been at the forefront of solving the e-discovery and investigations challenges surrounding the fast-changing data landscape. This has included developing a technology stack that combines platform-specific functionality, third party tools and our own proprietary technology to form the **Universal Messaging Platform**.

FTI Technology's Universal Messaging Platform extends the functionality of FTI Technology's Connect offering into adaptive downstream e-discovery and investigations workflows that allow legal teams to explore, enrich and dynamically review a wide range of data sources in context. Key features and capabilities include:

- Support for a growing list of emerging data sources, including Microsoft 365/Teams, Salesforce and Slack, with built-in functionality to adapt to new data sources as they are introduced.
- When utilized alongside Connect, can ingest data directly from the source, allowing for time savings and a cleaner and more workable dataset for enrichment and downstream workflows.

- Innovative density analysis and segmentation of short-form messages to determine logical, matter-specific conversation breaks for chat threads involving key custodians and/or keywords, providing relevant context and optimizing documents for downstream review.
- Messaging processing across common elements such as sender, recipient(s), timestamp and content, for conversion into standard formats for review and production.
- Intuitive dashboard with aggregate metrics across individuals, channels, time and other information and metadata to create and document clear segmentation in preparation for review.
- Artificial intelligence and novel data models to support compliance monitoring, sentiment analysis and internal investigations workflows across emerging data sources.

These capabilities empower the following workstreams:

Connect

Either through built-in, third-party or custom, API-enabled tools, Our experts conduct collections using the most defensible, efficient and cost-effective workflows. Our approaches include direct export using Connect or built-in capabilities and direct programmatic connection leveraging APIs for systems like Slack Enterprise Grid, Microsoft 365, Google Workspace, Salesforce, Quip, Workplace by Facebook and others.

Explore and Enrich

This is essentially next-level data processing, or deep processing, where teams can capture standard metadata and conduct de-duplication, but also go into the context of messages and extract entities. Knowledge of a particular value or reference area isn't necessary—the data can inform the process. Advanced approaches in this phase include leveraging natural language processing and machine learning on audio and video transcription or other non-traditional content to begin extracting facts earlier on in the process. The Universal Messaging Platform can take common message elements across systems like sender, recipient(s), timestamp and content (including text and native files) to prepare a standard format for review and production.

Dynamic Review

With visualizations, sentiment analysis, social networks, behavioral patterning and predictive models that can persist across types of cases, the review phase can evolve to deliver faster access to critical insights about the entire dataset in context. With the Universal Messaging Platform's innovative density analysis approach to segmentation, messages can be grouped together to provide deep understanding of the tone and intention of messages

Tactics

The final stages of a matter, across production, disposition, reporting and remediation, can benefit from the efficiencies and insights gained upstream using a Connect, Explore, Enrich and Dynamic Review—or Exploratory Content Assessment—approach.

About FTI Technology

FTI Technology solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organizations better govern, secure, find, analyze and rapidly make sense of information. Innovative technology, expert services and tenacious problem-solving provide our global clients with defensible and repeatable solutions. Organizations rely on us to root out fraud, maintain regulatory compliance, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organizational data to create business value. For more information, visit www.ftitechnology.com.

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