

# Ediscovery of Google Workspace

Taming the challenges of Google Workspace data management for ediscovery and investigations

## Google Workspace

Google Workspace is a collection of cloud computing, productivity, and collaboration tools. It includes Gmail, Calendar, Meet, Chat, Drive, Docs, Sheets, Slides, Forms, Sites, and more.

## Google Vault

Google Vault is Google's data retention tool that is included in Google Workspace Business and Enterprise editions. Vault can be used for information governance and ediscovery, and it allows users to retain, hold, search and export users' Google Workspace data.

With the upswing in remote work, employees primarily collaborate together using SaaS applications like Google Workspace, a flexible platform where teams of all sizes connect, create, and collaborate. Productivity and collaboration tools that facilitate all the modern ways we work mean global teams never miss a beat. These critical business communications, however, can be essential to litigation—which means that organizations must prepare to preserve and possibly collect and export those communications if necessary for compliance, investigation, or ediscovery response. This tech brief offers a quick overview of Google Workspace ediscovery, common challenges, and unique ways that Hanzo helps enterprises manage this data efficiently and effectively.

**3 billion people use Google Workspace,** a dramatic increase from 2020

(2 billion users) influenced by the rapid shift to remote work during the pandemic. (Indah)



# Why Google Workspace Data Is Important For Ediscovery

What was once deemed the future of work is today's reality. Work infrastructure must be flexible, people-oriented, innovative, and ready to evolve. Collaboration and communication applications like Google Workspace have demonstrated they're mission-critical to enterprise success. However, as much as collaboration powers productivity, it also fuels litigation. Corporate legal teams are already responsible for preserving, collecting, and producing communications housed within Google Workspace that are relevant for discovery.



**Enterprise teams must provide electronically stored information in accordance with the Federal Rule of Civil Procedure 26(b) and Federal Rule of Civil Procedure 37(e).**

**Following are some common examples of relevant business communications in Google Workspace:**

- Product notes in Google Docs that document product development planning in support of intellectual property litigation
- Contract records with clients, partners, or service providers
- Internal or external email communications regarding a matter in question
- Spreadsheets with formulas, key plans, or sensitive financial information

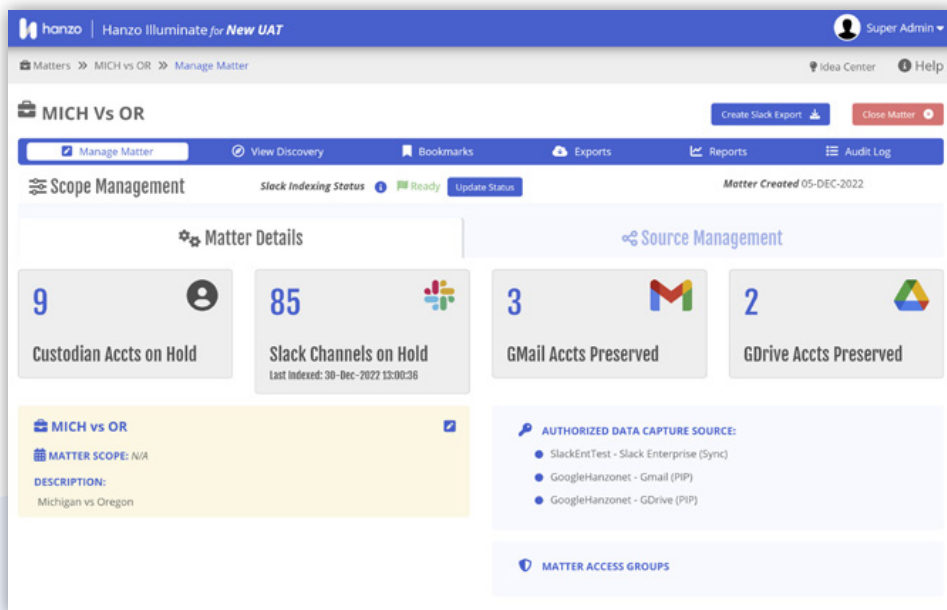
## Google Workspace Ediscovery Challenges

While Google Workspace has Vault, a built-in ediscovery, and information governance tool, it may not be enough for enterprise-grade ediscovery. Organizations face these primary challenges when preserving, collecting, and culling data from Google Workspace.

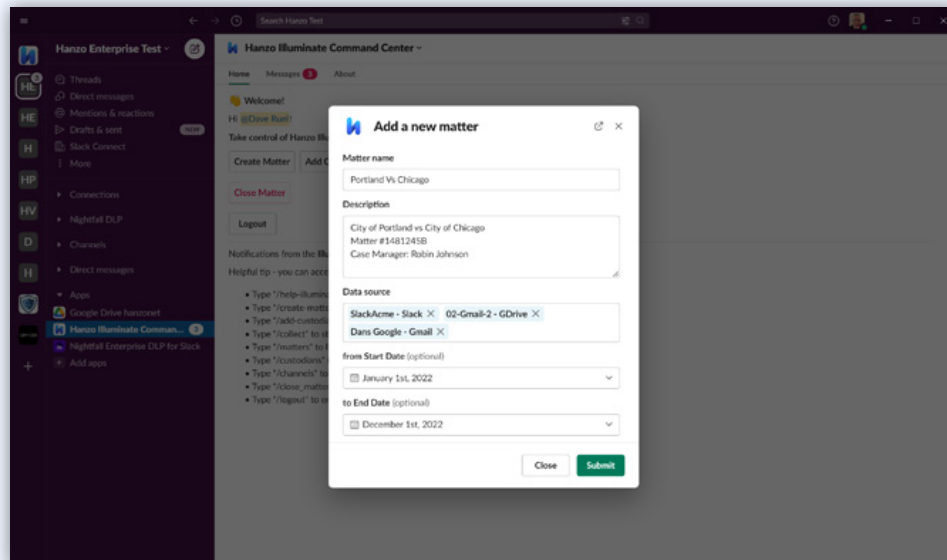
- 1. Complex and cumbersome workflows due to multiple sources.** Let's face it. Data is no longer in one or two applications. Now, data sprawl across a multitude of applications makes up your tech stack. Managing the myriad of data sources is overwhelming, complex, and time-consuming.
- 2. IT bottleneck makes data access slow.** IT often controls authentication and use of applications an organization uses, thereby often creating a barrier to cross-departmental or third-party data access for time-sensitive work.
- 3. Data search and understanding.** Simple yet critical metadata information such as a file's drive path are not delivered from Google Vault. This type of information may be essential for culling and identifying what data to promote to final review.
- 4. Time-consuming repackaging process to get into a review-ready format.** Google Vault exports are in an XML format which is not easily supported by standard review platforms, requiring a reassembly process to support review. When time is of the essence, the last thing you need is exports that aren't ready for eyes-on review or require extra applications or processing.

# How Hanzo Solves Ediscovery Challenges With Google Workspace

**1. Manage multiple data sources from a single tool.** Managing the preservation of multiple data sources is easy with Hanzo. From the start Hanzo users, quickly and easily create a matter, define its scope, and designate either specific custodians to place on hold, or collect from non-custodian-based data sources. If the data source system supports it, Hanzo enables in-place preservation to minimize costly data collection while securing data against deletion or modification during the pendency of a legal hold. Even better, Hanzo understands the importance of boosting productivity via frictionless workflows. Many enterprises we work with have Google and Slack, and **only Hanzo empowers these enterprises to manage Slack and Google ediscovery from a Hanzo Command Center application within Slack.**



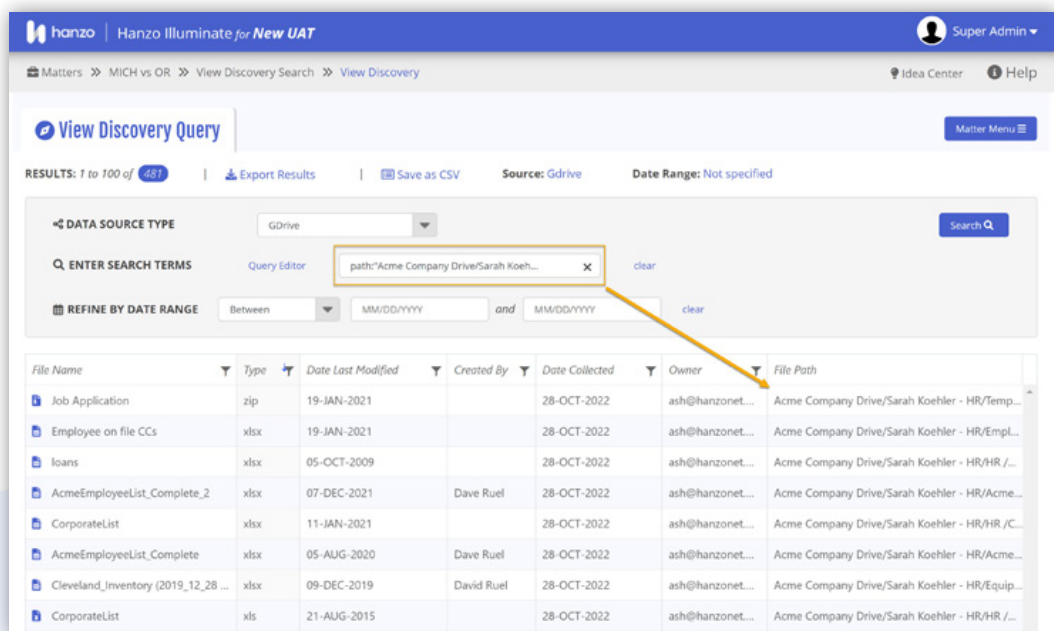
Legal teams use Hanzo to manage preservation, collection, culling, and export from a single tool.



Hanzo's Command Center is the only Slack application dedicated to managing ediscovery for Slack and Google Workspace Data within Slack. This innovation brings frictionless ediscovery to enterprise legal teams and allows them to perform ediscovery duties up to 50% faster than using Illuminate alone.

**2. Integrations provide secure access.** The IT department is no longer a bottleneck to time-sensitive work. Once the integration is complete, Hanzo is so simple to use that any authorized staff member or third-party support can control legal holds for complex data sources without calling on the IT department. Hanzo provides the right tool to the right party in order to control the legal hold/collection of data virtually eliminating the need to call on IT support to place holds or collect data.

**3. Search across collected data results with additional file path information.** Hanzo makes it easy to search across collected data, whether it be from Slack, Google, or other SaaS applications from a single tool. Additionally, Hanzo captures and enriches the data provided by Vault with fields available from Google Drive API. Users will find file path information making culling easier and reducing the volume of data promoted to eyes-on review.



The filepath information helps legal teams further cull data down by file folder while producing precise metadata locations within Google Drive.

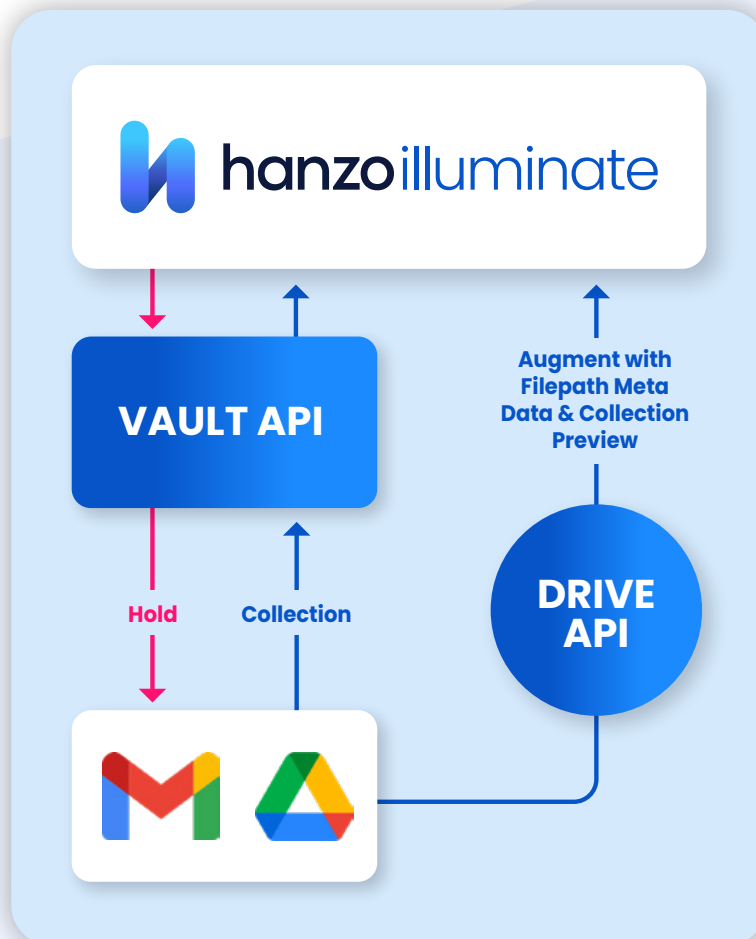
**4. Enhance productivity with review-ready exports.** Hanzo exports data in a review-platform-ready format that can be directly loaded into tools like Relativity or other common review platforms. Enterprises that are accustomed to using Vault directly, will find this remarkably advantageous as Vault exports require time-consuming and costly reprocessing before loading to a review platform.

## Better Together: Google Vault and Hanzo

Enterprises who use Google Workplace, can make ediscovery and investigations efficient with help from Hanzo. Taking a page from the productivity experts who predict that the future of work is centered upon creating flexible, secure, and collaborative environments that facilitate productivity, we've innovated our solution to get the most out of Google Vault for a better and more efficient ediscovery experience.

Google Vault works seamlessly with Hanzo Illuminate and Command Center to streamline ediscovery and information governance workflows.

- **Productivity pops** when you can manage everything right from where your teams work without switching applications.
- **Defensibility soars** when you meet preservation obligations efficiently via single-pane management, and it is no longer too costly with in-place preservation.
- **Access improves** with a solution that is designed with the workflows in mind so that the right people can access the data promptly without continually having to go to IT. No bottlenecks, just efficiency.
- **Understanding is better and quicker** with Hanzo's approach to packaging up Google Vault and Drive API data in a more usable manner to provide essential information invaluable to culling so that your exports contain necessary information.
- **Wasteful processing is eliminated** because we know time is of the essence and have packed data exports in a review-platform-ready format.



## About Hanzo

Hanzo helps global enterprises manage and reduce legal risk wherever work gets done. Our vision is to provide enterprises with a single source of truth for their complex communications data. Hanzo solutions capture investigations, litigation, and compliance data from wherever employees collaborate – efficiently tackling the massive volume and unique complexities that emerging data sources present. Hanzo's software empowers defensible preservation, targeted collection, and efficient review of dynamic content. Hanzo is SOC 2® Type 2 certified, demonstrating its commitment to data security and serving large corporations worldwide. Learn more at [hanzo.co](https://hanzo.co).

### Works Cited

Indah, Kelly. "How Many People Use Google Workspace in 2022? (NEW Stats)." EarthWeb, EarthWeb, 30 August 2022, <https://earthweb.com/how-many-people-use-google-workspace/>. Accessed 29 December 2022.

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Google Workspace Ediscovery?  
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