

Why One High-Profile Technology Company Gives Hanzo Hold for Slack a Green Light

Best-in-Class Customer Support and Reliable Data Security Win the Day

Objective

When you're a high-profile technology company working in a fast-moving, security-conscious industry, you can't afford to ignore emerging communication platforms or leave them out of your information governance and ediscovery pipelines. For our featured company, the search for a vendor to help with Slack ediscovery came down to two must-haves: responsive, helpful customer support, and solid data security.

Key Issues

- Identification and preservation of Slack data that was relevant to pending or anticipated litigation matters
- Reliable preservation for legal matters that would enable the implementation of a standard 90-day retention period for all other Slack data without the fear of spoliation
- A product that offered outstanding customer support to work through any issues

Approach

After a disappointing experience with a previous vendor that delayed the company's implementation of a Slack data retention policy, the company reached out to see whether Hanzo Hold for Slack could do a better job checking all of its boxes. From the start, Hanzo's responsive customer support and excellent technical capabilities made it clear that Hanzo Hold for Slack was the solution the company needed.

Situation

As a high-profile technology company that's been featured in the Forbes Cloud 100, our subject has high standards for its tech vendors. The legal and IT teams were both unwilling to compromise on security, usability, and customer support.

Nor was an approach for Slack ediscovery optional. The ediscovery manager explained, "Slack is an integral part of how the company communicates internally and externally, evolving over the years from a simple chat application into a multi-use collaboration platform. We decided as a team, in consultation with our general counsel, that Slack was a discoverable platform and that we needed to be prepared to manage its data as we would any other business data."

“ Slack is an integral part of how the company communicates internally and externally, evolving over the years from a simple chat application into a multi-use collaboration platform. We decided as a team, in consultation with our general counsel, that Slack was a discoverable platform and that we needed to be prepared to manage its data as we would any other business data.”



Challenges

Of course, Slack data is challenging under the simplest of use cases—and the company’s use of the platform was far from simple. “Our usage of Slack has grown and morphed to encompass messages that were previously sent as emails as well as file storage and automation capabilities. We even schedule and conduct meetings directly from Slack,” the ediscovery manager explained. “And we have thousands of everything—channels, one-to-one direct messages, multi-person messages, you name it. As a technology startup, we allow a lot of freedom in the use of tools like Slack. There are new channels all the time, including those that are created automatically by our bots.”

In response to managing all of that complex data, the company initially contracted with another vendor. Unfortunately, that relationship didn’t meet the company’s needs in the following ways:



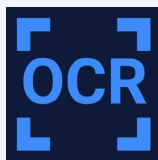
Slow, Nonresponsive Customer Support.

The ediscovery manager explained, “For me, customer support is huge; it even trumps technical functionality. If a vendor is responsive and can fix problems quickly, I’m willing to work with them on improving the product to do what we need.” But that wasn’t what happened with its first selected vendor. Instead, “we’d spend two to three weeks rehashing the same questions, with no resolution. It was incredibly frustrating and inefficient.”



Hit-or-Miss Data Preservation.

The company planned to implement a 90-day data retention policy for Slack when it first signed on with the original vendor. As it turned out, though, “The technical failures we encountered were so dramatic that it was just a nightmare. We had to delay our information governance policy for a substantial period because we just weren’t confident that the tool would reliably retain and preserve the data we needed to retain.” The ediscovery manager continued, “Rather than run the risk of spoliation, we held up our information governance goal until we could find another vendor that would be able to meet our requirements. We knew we were over-collecting and over-preserving data, but at that point, we felt we had little choice.”



Data Exports in PDF Format That Required File-by-File OCR.

Slack data exports typically need to be translated before they are ready to send off for attorney review. As the ediscovery manager explained, “Every channel has its own label, and no one in that channel shows up as a name; you have to sort through identity markers and match each marker up to an individual. Then you have to reassemble all of that data in a spreadsheet or database before you have something you can use. It’s not straightforward at all—which is why we wanted a specialized technology to make that process faster and easier.”

“ Rather than run the risk of spoliation, we held up our information governance goal until we could find another vendor that would be able to meet our requirements. We knew we were over-collecting and over-preserving data, but at that point, we felt we had little choice.”

With the original vendor, “We were importing data that was just a mess. We would get data exported in PDF format, and then we had to run OCR [optical character recognition] on each document to search for or find anything. It wasn’t at all useful given the volume of data we were exporting.”

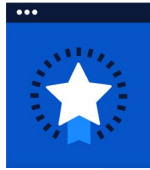
Solution

The company needed to solve those challenges without sacrificing reliable data security. As the ediscovery manager explained, “We’re very security-minded, and we weren’t interested in working with a SaaS platform that wouldn’t allow us to bring our own encryption keys for managing the data.” The ediscovery team was also motivated to create a smooth, functional workflow that aligned with its existing efficiencies. “If we ever have an incident or event to investigate, we have automations that create a private room for that incident and invite all of the required people to maintain privilege,” the ediscovery manager noted. “We can keep all of our protected conversations in that room and then have the legal team target that room for that event—but we wanted a workflow that would make that easy.”

Having struck out with their first attempt, the company reached out to Hanzo to see whether Hanzo Hold for Slack could offer a better solution.

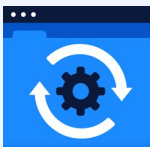
Benefits

Since the company implemented Hanzo, it’s turned around its earlier challenges and satisfied all of its goals.



Responsive, Helpful Customer Support.

“Hanzo’s customer support has always been quick to get back with us, and every time we’ve talked with them, we’ve solved whatever problem we were having,” the ediscovery manager said. “I can overcome technical failures in a product as long as someone answers when I call. With Hanzo, the support has been fantastic.”



Trustworthy Data Preservation.

After having delayed implementing their 90-day retention policy, the company has now put that policy in place—with confidence that Hanzo has captured and preserved any relevant data from Slack in response to preservation obligations.



Review-Ready Data Exports.

Compared with the earlier, non-searchable PDF exports, Hanzo’s exports have been straightforward to understand and immediately usable. “The format for exports is working very well. We send that data to outside counsel, and they haven’t had any problem understanding it,” the ediscovery manager explained.

“ We’ve definitely improved the workflow for our ediscovery team, from placing the initial hold all the way through getting a review-platform-ready export.



Reliable Security.

The company is satisfied that Hanzo—with its SOC 2 Type 2 certification and strict security protocols—maintains its data securely.



Smooth Ediscovery Workflows.

“We’ve definitely improved the workflow for our ediscovery team, from placing the initial hold all the way through getting a review-platform-ready export,” the ediscovery manager noted. “Now, we’re working with the legal team on reducing the scope of collections. We’re trying not to bring in holds for so many locations within Slack. Our goal is to be very specific and targeted in our data collection, and we

In short, the ediscovery manager said, “If your organization cares about data security and customer support, Hanzo is right up there at the top. I would recommend Hanzo Hold for Slack to anyone.”

Are you ready to take control of the data within your company’s Slack application? Hanzo can help. [Contact us today.](#)

About Hanzo

Hanzo brings context and a greater understanding of enterprise data to corporate legal and compliance teams by providing in-house control over dynamic and collaborative data sources. This control allows organizations to reduce billions of dollars in risk, litigation, and compliance costs and elevate their corporate legal and regulatory compliance responses. Hanzo’s software empowers defensible preservation, targeted collection, and efficient review of dynamic content from enterprise collaboration applications and complex websites. Hanzo is SOC 2® Type 2 certified, demonstrating its commitment to data security and serves large corporations worldwide. Learn more at hanzo.co and follow updates on Twitter: [@gethanzo](https://twitter.com/gethanzo) or on [LinkedIn](https://www.linkedin.com/company/hanzo).

UK Headquarters

Leeds

No 1 Leeds
Whitehall Road
Leeds, England LS12 1BE

US Headquarters

New York

Hanzo Archives Inc
165 Broadway Fl. 23rd
New York, NY 10006

To Schedule a Demo [Click Here](#) or Contact sales@hanzo.co