



MONOLITH FORENSICS
OWN YOUR DATA

How a Leading eDiscovery Firm Pulls Evidence and Other Media 144X Faster with Monolith

Case Study



7X
user availability
vs. previous platform



5,000+
pieces of media
being managed



"Before Monolith, if somebody needed to pull one of our 5,000 pieces of media, it would be a three-day process. Monolith has allowed us to change that into a 10-minute process."

Steven G.,
Forensic Lab Manager

About this case study: Our customer is a leading eDiscovery firm. We have happily accommodated their request for anonymity.

HIGHLIGHTS

Challenges

- Managing large amounts of digital evidence
- Finding a user-friendly case management system
- Expediting casework input and output

Solution

- Feature sets are tailored to your environment
- User-friendly interface streamlines workflows
- Pre-built forms simplify evidence intake & release
- Consolidated information for a single source of truth

Results

- 1,100 items entered into Monolith in 3 days
- 7X more users on Monolith vs. previous platform
- Data output that used to take 3 days done in 10 min

Challenges

Gaining control of casework and evidence management

Managing casework and evidence manually is a massive task for any data forensics team. To streamline the process, a leading eDiscovery firm (anonymous by request) adopted a digital forensics case management system. They wanted to eliminate reliance on spreadsheets and more easily store and track evidence, documents, notes, and tasks for each case.

But the software they originally chose seemed to cause more problems than it solved. Steven G. (name changed to protect his identity), forensic lab manager at the company, explains:



"We have just about 5,000 pieces of media being managed here. Under the old system, pulling one of those pieces would often take up to three days. And in the legal technology world, sometimes one extra day is too long."

Entering and storing evidence in the system proved difficult. The UI wasn't user-friendly, it had a steep learning curve, and the rigid system caused a lot of small frustrations during evidence intake that quickly added up.

"Volume was a constant challenge," Steven says. "We go in fits and spurts. So one week, we might only need to enter one or two items. The next week, we might have 200 items. But the old system was difficult to navigate and we only had three people entering items."



Getting information out of the system was even harder. To gain information about their data, Steven had to ask the platform's developer for reports. Those reports might take days or weeks to reach the data forensics team—and sometimes, they were incomplete.

The software should have streamlined data intake and output, but it was doing the exact opposite. The company needed more control over their data. So they switched to Monolith.



Steven says, *“We decided to switch to Monolith Forensics because our old platform was not user-friendly or financially tenable. We also had a lot of issues with its inflexibility.”*



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Solution

Implementation made easy

One of the big concerns leading up to the change to Monolith was that the company was in for a rough migration. Steven and his team worried about the time it would take to learn a whole new system. They were also concerned that it might be difficult to extract all of their casework and evidence from their previous 'black box' solution.

Thankfully, Monolith laid those fears to rest.



"I sat down with the Monolith Forensics team. Within an hour, I had enough information to start putting in items. So yes, it was very easy to get acquainted with the software, and it was even easier to get going because Monolith tailored the system to our needs," Steven says.

With Monolith's help, Steven and his team successfully retrieved all of their data from the previous program. They then input over 1,100 items into Monolith in three days.

"I emailed Monolith on a Tuesday, asking for help to get 1,100 items into the software. Monolith's team was very responsive and said it would be done by Friday. And it absolutely was done that Friday," Steven says.

Throughout the process, Monolith worked closely with Steven to troubleshoot the process and ensure data accuracy.

Simplified intake and output processes

What sets Monolith apart is that every feature and workflow is solely focused on helping eDiscovery teams manage digital data and assets more easily. Sleek UI and responsive design make it simpler to track and store cases, evidence, and more, even for teams that work asynchronously around the globe.

"Straight out of the box, Monolith enabled us to do exactly what we needed in terms of media tracking. It allows us to move media, set media, and take media in. We can track all of it in real-time as the media grows, which our previous solution didn't do," Steven says. *"Monolith is a lot easier to use. Whether we're putting in two items or 200, the process is the same and repeatable."*



For this eDiscovery firm, Monolith's user-friendliness was game-changing. Before long, they had twenty users all entering and storing casework and tracking evidence from intake to release. The difference was night and day.

"Getting information in and out of Monolith is exceptionally easier. With our previous platform, we actually had to ask the company to get information about our data, whereas, with Monolith, I can run reports myself and gain insights in minutes," Steven says.

Consolidated data in a single pane of glass

The company now has the solution they wanted at the outset—one unified system for managing large amounts of digital evidence and storage devices.

"We were storing media in seven different places and it was my job to consolidate it. That's what Monolith enabled me to do. Now, if we need to find media, we can pull it up instantly," Steven says.

With the primary need fulfilled, every new feature that gets added to Monolith is icing on the cake. For example, Monolith now dynamically generates Evidence/Storage Item Intake and Release forms, which simplify that workflow.

"Now we don't have to create Intake and Release forms from scratch or store templates anywhere. They're right there in Monolith whenever we need them. We're slowly but surely expanding our usage of the platform," Steven says.



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Results

Pulling media 144X faster vs. previous software

The move to Monolith solved the eDiscovery firms biggest digital forensics frustrations. Monolith runs in the cloud, allowing their team to pull data from anywhere at any time and arming them with insights at a moment's notice.

“The biggest organizational change that Monolith has delivered is making sure that we know what data we have and where it is in a timely manner—not daily or weekly, but minute to minute,” Steven says.

The platform's ease of use makes it more accessible, enabling more teams to access the data, extract insights, and provide value to each of the eDiscovery firm's clients.

“Suffice to say that we currently have 20 users on Monolith, while our previous platform only supported three. That's a sevenfold increase in availability,” Steven explains.

Processes that used to take days now take mere minutes. Even with 5,000 pieces of evidence, intake and output have never been easier.



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