

# StoredIQ's "Just-In-Time" Desktop Agent



StoredIQ's innovative "Just-in-Time" Desktop Agent offers a significant advancement of StoredIQ's existing desktop collection capability and surpasses any current approach in the industry for discovery and management of data on desktops and laptops. The Desktop Agent is specifically designed for organizations that are geographically distributed, of significant size, or have a large number of mobile staff members often find it difficult to coordinate and execute custodian-based self-collections of data when responding to investigations or litigation matters. StoredIQ's Desktop Agent addresses all of these situations to provide a comprehensive, enterprise-wide desktop data management solution at a total cost that is much lower than traditional methods of collection that often rely upon manual efforts and outside services.

## Desktop collection challenges

Typical approaches to collecting data from an individual PC when responding to an audit, investigation, or legal matter usually involve imaging disk drives or making entire copies. These methods over-collect what is necessary for responding to eDiscovery requests because the majority of data on a custodian PC is not relevant or responsive to a litigation matter at hand. These brute-force methods result in superfluous collections that take more time, more network bandwidth, more storage, and greatly increase legal review costs. Manual collections, either performed internally or by an external service, do not always preserve underlying metadata values, compromising chain of custody.

## Further challenges may arise when:

- Connections to geographically distributed PCs are bandwidth limited due to constrained network resources across a wide area network (WAN).
- A mobile workforce where employees frequently work off-line and connect sporadically to the corporate network poses issues when collection sessions are interrupted.
- Larger organizations face additional complexities of managing multiple collection tasks across parallel on-going legal matters.
- IT groups do not want yet another software package to install and maintain across all employee PCs, especially when named custodian lists tend to be a very small percentage of the overall staff headcount.

## KEY SOLUTION HIGHLIGHTS

- **Addresses common custodian collection logistic issues** such as geographically disbursed PCs, slow or intermittent network connectivity, and mobile employees.
- **Performs intelligent collections at the desktop level**, eliminating non-relevant files from collections based on NIST hash data and other user defined criteria, reducing collection sizes by 85% or more.
- **Centrally monitored and managed agent solution via web interface** that provides real-time collection status, desktop hardware profile, and ability to preview matching files before a collection executes.
- **Resume collections for a custodian who disconnects from the network** without losing previously processed and transferred data.
- **Agent can copy responsive PC files directly to a litigation hold platform**, preserving all metadata to ensure chain of custody and embracing preservation best practices.
- **A lightweight, temporal desktop agent that can be seamlessly installed and activated** on targeted PCs without interrupting or affecting the custodian's normal activities.
- **The solution is designed for temporary collection activities and can remove itself from a computer when finished.** This results in low maintenance and total cost of ownership, with no patches or updates to maintain.
- **Processing of local PSTs while in use** without requiring users to exit Outlook email.
- **Administrators can pause, resume, re-start, or cancel desktop activities** to dynamically prioritize custodian collections and control network utilization.

### An “On Demand” Desktop Solution

With the StoredIQ Desktop Agent, users now have greater coverage across their storage topology to identify, preserve, collect and process unstructured data, even on individual desktops and laptops that are not on the immediate local area network or that frequently disconnect.

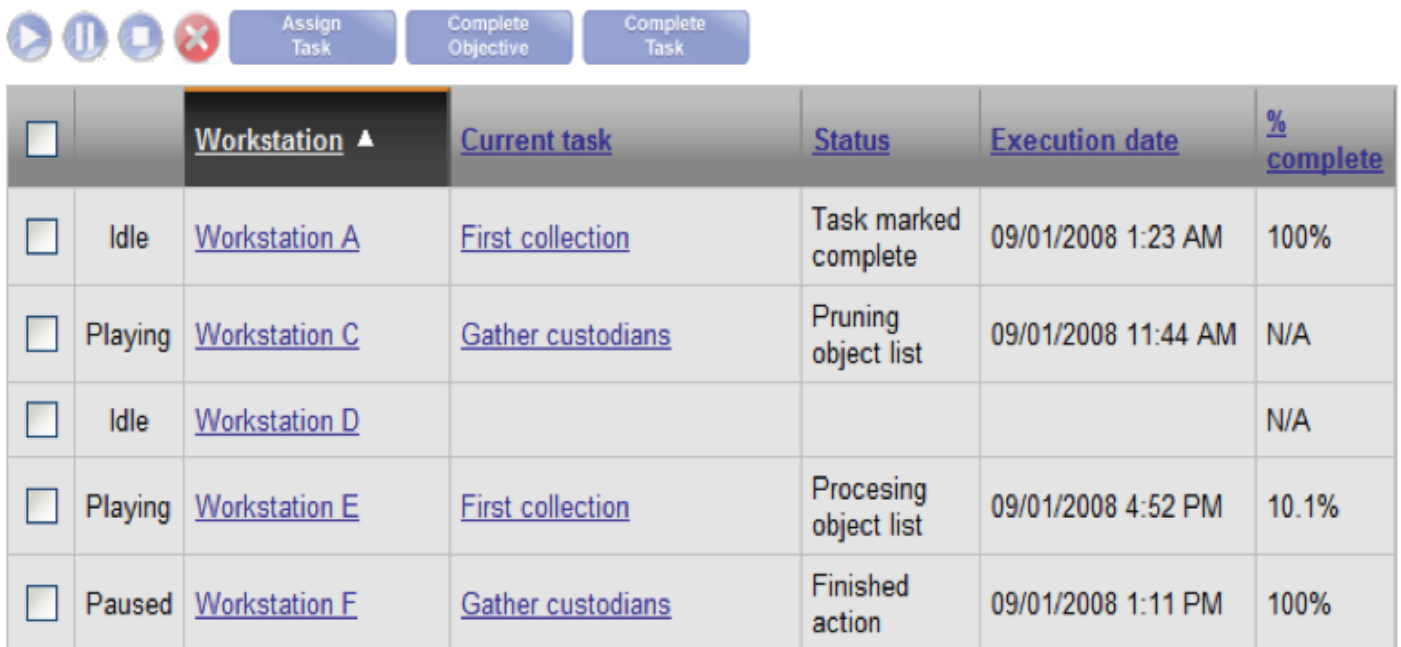
The StoredIQ solution is targeted to organizations that have several custodian PCs within their environment subject to investigations or legal matters, but do not want the cost and overhead associated with producing forensic images for collection purposes. The Desktop Agent is contained in a small software footprint that installs seamlessly without disrupting the end user environment. It performs efficient collections based on intelligent analysis of content to optimize data transfer. And, the desktop agents will self-remove themselves from a custodian PC after activities are completed.

The solution is also tightly integrated with the core StoredIQ Intelligent Information Management Platform, so all agents can be centrally administered and monitored from the same existing StoredIQ appliance interface.

### About StoredIQ

StoredIQ is a leading provider of enterprise-class Intelligent Information Management solutions, enabling organizations to gain visibility and control over business-critical information to help meet their compliance, governance, storage management and legal discovery requirements. Founded in 2001, StoredIQ is a private company headquartered in Austin, Texas. For more information, visit [www.storediq.com](http://www.storediq.com).

#### Workstations currently assigned



The screenshot shows a management interface with a table of workstation assignments. Above the table are control buttons: a play button, a pause button, a stop button, and a close button, followed by three buttons labeled 'Assign Task', 'Complete Objective', and 'Complete Task'.

<input type="checkbox"/>		<u>Workstation</u> ▲	<u>Current task</u>	<u>Status</u>	<u>Execution date</u>	<u>% complete</u>
<input type="checkbox"/>	Idle	<a href="#">Workstation A</a>	<a href="#">First collection</a>	Task marked complete	09/01/2008 1:23 AM	100%
<input type="checkbox"/>	Playing	<a href="#">Workstation C</a>	<a href="#">Gather custodians</a>	Pruning object list	09/01/2008 11:44 AM	N/A
<input type="checkbox"/>	Idle	<a href="#">Workstation D</a>				N/A
<input type="checkbox"/>	Playing	<a href="#">Workstation E</a>	<a href="#">First collection</a>	Processing object list	09/01/2008 4:52 PM	10.1%
<input type="checkbox"/>	Paused	<a href="#">Workstation F</a>	<a href="#">Gather custodians</a>	Finished action	09/01/2008 1:11 PM	100%

The desktop agent management dashboard provides centralized monitoring and management of agent task assignments, activity and audit logs.

#### Talk with the experts at StoredIQ today

Learn more about StoredIQ products and solutions. Call us at 512.334.3100 or contact us by email at [info@storediq.com](mailto:info@storediq.com).

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