

Mobile, Chat and Social Media Document Review

In modern society, online communication is constant and universal. Look around you in any public space and you will see the sheer number of people with their heads buried in mobile devices. The main drivers of this all-consuming usage are social media and chat applications which provide a quick, efficient means to engage with friends and colleagues around the world.

Just as chat applications are pervasive in daily life, they are becoming increasingly prevalent in business, with more than 500,000 organizations using platforms like Slack and Microsoft Teams. As more workforces collaborate via digital platforms, the data generated is becoming more common in document review cases. Handling this data effectively is key to today's eDiscovery.

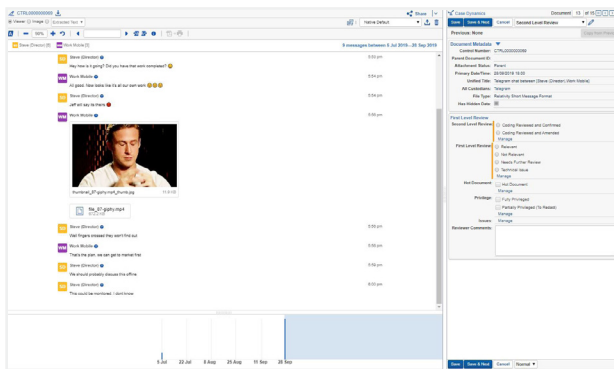
Relativity Short Message Format

Until recently, dealing with Chat and Mobile data was a laborious task, resulting in numerous solutions, formats and workflows with little to no consistency between data types. This often resulted in data being reviewed in Excel files outside of a review platform. That was until the release of the Relativity Short Message Format (RSMF). The release of RSMF has allowed the eDiscovery industry to improve and standardize their approach to short message data using a format which allows quick, easy review within Relativity 10 or higher. The structure of the data is simple for reviewers to digest and allows highlighting, redaction and discovery following the same review workflows as used with standard data types.

CDS Convert

CDS Convert acts as a conduit between structured data exports and forensic collections, providing conversion to RSMF files for native processing within RelativityOne.

During conversion, metadata and text are extracted, avatars are assigned to users, attachments and gifs are pulled down from cloud storage and embedded inline within the message. Conversations are threaded together creating one standardized format for each data type.



CDS Convert facilitates the conversion of:

- Mobile Phone Data
- Business and Financial Chat Platforms
- Social Media Chat
- Development and Issue Tracking Platforms

Review

Once RSMF data is processed into RelativityOne, the standard Relativity viewer allows for review of RSMF data with enhanced features, including:

- Display of chat participants, number of messages, participant details and avatar images
- Keyword searching and highlighting
- Timeline View identifying keyword responsive messages
- Images and gifs displaying inline and reviewable from within the chat
- Attachments displaying inline within the chat conversation
- Emojis appearing inline and searchable
- Imaging functionality to allow image productions and redaction of chat files

These features allow a reviewer to get the entire picture of a conversation in a format that accurately represents the original conversation. Document review takes place within the Relativity user interface, without the need to open external programs or view images, gifs and other chat content as separate documents.