

Computer Forensic Services

Whether your electronic data resides in active files, on backup tapes or among deleted or destroyed stores of information, SuperiorGlacier provides computer forensic services to access it as part of our end-to-end litigation support. The unique nature of some electronic data requires extra consideration and specialized expertise to ensure that evidence is admissible in a court of law. SuperiorGlacier is with you every step of the way to identify, retrieve, preserve and analyze your electronic information.

Identify, Retrieve and Preserve

SuperiorGlacier helps you identify all potential sources of electronic evidence. Relevant information is often found in active and deleted computer files and on servers, but can also be found in less traditional sources such as cell phones, PDAs, back-up devices and many more. SuperiorGlacier will engage in an active dialog with you to review your systems and your personnel to pinpoint all possible locations of evidence.

After identifying the sources, SuperiorGlacier professionals can perform onsite data retrieval of active or deleted data. We make an exact duplicate of the device, preserving any metadata on the copy while leaving the source unaltered. All processing and analysis is performed on the forensically-sound copy.

SuperiorGlacier understands the high standards needed for litigation and regulatory procedures. We follow strict chain-of-custody protocols to ensure the integrity of your data.

Analyze

Your data is taken to SuperiorGlacier's secure computer forensics lab where our team restores deleted information and studies documents and metadata to determine when items were created, modified, last accessed and more. Our team can recover passwords to access protected files. We can study log files to determine who logged into a computer and when and what files were copied or moved to other devices. We can help you build your case by answering the question of what is or is not found on the electronic devices.

Produce

SuperiorGlacier produces your evidence in native format. We provide clear chain-of-custody documentation that describes who has handled your data between collection and the final deliverable. As part of SuperiorGlacier's comprehensive litigation support, we can provide detailed information for affidavits and even testify in depositions or trials.

About SuperiorGlacier

SuperiorGlacier is the most trusted and relied upon expert in New York City, Chicago and Washington, D.C. for end-to-end litigation support. In 1975, we opened our doors to help litigators prepare documentation for trials and regulatory matters. While the nature of documents has changed over the years, our commitment to providing top-quality services has never wavered. For more than 34 years, we have provided consulting and a wide range of services to manage information, data and documents. During these years, we have shown our clients that we understand the industry and their unique needs, and are committed to providing the most efficient and cost-effective solutions for their litigation support challenges.

SuperiorGlacier has the very best resources available to help prepare, analyze, review and produce electronic data and paper documents. We continually invest in new technology and expertise to provide the highest quality electronic discovery and paper processing services to our clients.

Traditional Litigation Support Services

Paper continues to be a component in most litigation and regulatory matters. SuperiorGlacier continues to invest in technology that improves the process of scanning and coding paper documents. These improvements mean an increase in quality and greater cost savings for our clients.

Our traditional litigation support services include duplicating, scanning, coding, printing and other document-related services. Our focus on quality and turn-around time, coupled with investments in new technology, enables us to maintain more bandwidth for your large and rush projects.

SuperiorGlacier connects your paper-based information with digital information so you can review on the same platform in the shortest time. Being able to coordinate and integrate the workflow of paper-based information into a digital solution is the best way for us to help clients manage the overall litigation support process.

Our clients benefit from:

- A committed project manager
- 24 hour, 7 day availability
- Same day turn-around on some projects
- No charge for local pick-ups and deliveries
- No uplift for handling staples and paper-clips
- Biometric secured facilities and bonded personnel

Clients rely on us for:

- Document numbering
- Bates® stamping and pagination
- Oversized project copies for maps
- Charts and drawings
- Mounted court exhibits
- Binding services
- Remote-site production management, where we manage a job at any site in any location

In addition to our continual investment in expertise, processes and new technology, we also stay on top of the litigation support industry on behalf of our clients - researching and testing new technologies, watching for changes in case law and regulations, and following trends in the legal industry. This allows us to deliver the best possible quality and expertise to our clients.

SuperiorGlacier was recently named a top provider in the 2008 Socha-Gelbmann 6th Annual Electronic Discovery Survey and our professionals are frequently called upon to testify in court as experts in electronically stored information. In addition, we frequently write and speak at industry events on topics surrounding litigation support and electronic discovery.

By partnering with SuperiorGlacier, you will receive end-to-end litigation support services. You'll stay on top of your matters with our superior project management. You'll have access to the latest technology to save time and money on paper and electronic processing. And you'll work with experts who can offer advice and support in assessing your case and planning your strategy.

Electronic Discovery Services

Whether you are a legal professional with a corporate legal department or a law firm, SuperiorGlacier can help you prepare for and respond to electronic discovery requests. Clients have come to understand that managing electronic discovery is a business-critical function for which an experienced partner like SuperiorGlacier is essential.

SuperiorGlacier helps you contain costs by examining potentially responsive electronically stored information. Our experts have the know-how and the industry-leading tools to help identify, collect and cull ESI. Armed with this information, you'll be prepared for meet-and-confers with insight into the corporate network and the subset of documents that will be responsive to the discovery requests of regulators or opposing counsel, saving all involved time and money.

Early preparation on any matter can lower the overall cost of litigation and give you more time to shape a winning response. SuperiorGlacier will help by:

- Conferring with you to determine the best plan in terms of network architecture, critical systems, and e-mail services
- Identifying, preserving and collecting electronically stored information
- Processing files - including native data -- in their original format
- Culling documents to allow you to quickly dispense with non-responsive data and focus on potentially responsive information
- Providing load files or loading responsive data into one of our review/litigation support platforms

Our goal is to provide you with the right review tool for your project, which is why we offer a range of fully hosted review platforms. Our team is experienced in training new users, ensuring that your reviewers are up-to-speed and ready to get to work quickly on your project.

SuperiorGlacier
PROCESS MATTERS

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