# ChatSmart

## UNRIVALED CHAT MESSAGING REVIEW SOLUTION

**Restores informational context of chat streams**

Locates and reassembles message fragments from multiple sources into a complete message thread

**Reduces chat message data by up to 90% before review**

Unique pre-processing data reduction capabilities create substantial savings in cost and data size

**Allows reviewers to focus on only the relevant data**

Reduce reviewable data up to another 9% by suppressing "noise" such as disclaimers, joining/leaving notifications, and other system events

**Supports review of cell phone text and latest chat tools**

Keep up with and maintain visibility of text SMS/MMS messaging, team collaboration, and ephemeral messaging technologies

ChatSmart is a comprehensive chat message review solution which provides rapid, efficient, and complete review of chat data in many formats, from multiple sources. It combines unmatched innovation, and deep understanding of the particular challenges associated with chat messaging to deliver the only solution you will want to rely on for review of instant message, cell phone, and chat communications.

## Challenges We Address

Even the highly regulated financial services industry's technology has rapidly evolved, as companies and their employees, partners, clients, and vendors increasingly use chat messaging, collaborative platforms, cell phone texting, and self-destructing messaging technology for critical and important real-time communications, including trading and related activities. With this trend comes a corresponding need to collect and review these communications in response to investigations, litigations, and government inquiry. However, the nature of this data poses substantial challenges to rapid, complete, and cost-effective review. Unlike e-mail and other types of ESI, chat data is created in a variety of formats, and kept in various repositories. There is no standard for chat archiving, and currently available ediscovery processing solutions often fail to correctly process this type of data, deduplicate it, and efficiently prepare it for review. eDiscovery teams have had to rely on generic and incomplete schemes for handling chat data. These are invariably suboptimal, repurposed, and cobbled-together, and are ultimately difficult to use, inefficient, and unreliable.

> "Using Chat eDiscovery we have significantly reduced the volume of messages needing review."
>
> Global Financial Institution

## Benefits We Provide

ChatSmart is an unrivaled, comprehensive, chat message review solution. ChatSmart's innovative Message Level Granularity approach to chat message processing reflects an unmatched depth of understanding of the complexities of this unique data type, and the challenges it poses for review. This Message Level Granularity allows ChatSmart to process a wide variety of data and comprehensively defragment, restore context to, and massively deduplicate data at the message level, before delivering integrated and threaded chat messages in chronological order, for review on industry-leading platforms, such as Relativity, where reviewers have access to complete and intuitive reporting, and dynamic, reliable searching, and message filtering.

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## FEATURES & BENEFITS:

- **Parses any messaging format, from any archiving or journaling system** — Review messages from popular chat platforms, including WeChat, Instant Bloomberg, Symphony, Thomson Reuters Messenger, MindAlign, Interchange, Microsoft Lync/Skype for Business, Yahoo, or MSN, whether it resides in Bloomberg Vault, ZL Unified Archive, OpenText, Symantec Enterprise Vault, HP Autonomy, or Actiance Vantage repositories. Also review messages in collaboration tools such as Slack and Microsoft teams, as well as ephemeral (self-destructing) platforms such as Telegram and WhatsApp.

- **Substantial time and cost savings by reducing data set size during pre-processing** — Reduce the data needing review by up to 90%, even before it gets to your review platform.

- **Dynamic filtering of "noise" further reduces reviewable data up to another 9%** — Reviewers can suppress system events such as disclaimers and joining/leaving notifications preserved in the data set, allowing them to quickly hone in on the most critical information.

- **Powerful review-focused plugin viewer** — In addition to reducing noise, the plugin viewer enables reviewers to focus on just the chats they want, and review them in a familiar interface.

- **Supports mobile chat platforms** — Supports standard cell phone text technology like SMS, MMS, and iMessage, as well as many third-party applications.

- **Consulting by subject matter experts** — Take advantage of consulting from our experts who bring a deep understanding of chat message challenges to help you efficiently handle chat messages and can generate summary reports of essential case details and visualization of data relationships to tell the story of your data intuitively.
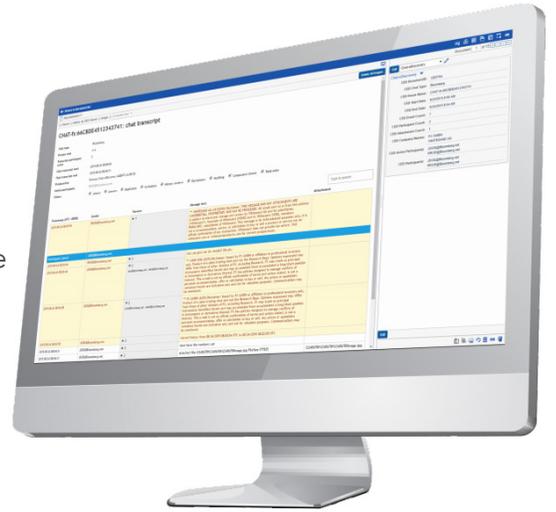
## Summary

ChatSmart allows you to easily integrate into your existing workflows the only complete and reliable review solution that addresses the challenges posed by the rapid adoption of chat messaging for business communications. ChatSmart smoothly, reliably, and efficiently pre-processes chat messaging data, and with revolutionary message-level deduplication, massively reduces, and intuitively simplifies, your chat message review.

## About Lighthouse

For 25 years, Lighthouse has provided innovative software and services to manage the increasingly complex landscape of enterprise data for compliance and legal teams. Lighthouse leads by developing proprietary technology that integrates with industry-leading third-party software, automating workflows, and creating an easy-to-use, end-to-end platform. Lighthouse also delivers unique proprietary applications and advisory services that are highly valuable for large, complex matters, and a new SaaS platform designed for in-house teams. Whether reacting to incidents like litigation or governmental investigations, or designing programs to proactively minimize the potential for future incidents, Lighthouse partners with multinational industry leaders, top global law firms, and the world's leading software provider as a channel partner.

**Connect with us to see how Lighthouse can best support you.**

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