

CASE STUDY

THE SITUATION

Our client was being sued by one of their former employees. To defend against the claim, they needed to retrieve data from the oldest available backup of their inactive customer relationship management (CRM) system. The company required data from the backup to demonstrate the employee's performance as evidenced by his activity within the system.



We are a leading provider of computer forensics and e-discovery services for businesses and law firms nationwide. We don't take chances with your data when litigation is a possibility, and proper handling is critical.



THE CHALLENGE

The company hired ArcherHall to access the inactive CRM system and compile the necessary information for the case. It was crucial that this information be admissible and defensible in court. To complicate matters, the former employee's past clients had since been assigned new account managers. Before we could compile reports on the employee's performance, we needed to match the right client accounts and sales.



THE SOLUTION

Using the audit log within the CRM backup, our experts determined which client's accounts had previously been under the management of the ex-employee, and which sales were conducted during the time of his employment. With these connections made, we could proceed to compile our findings and reports.



THE OUTCOME

The ArcherHall team captured a copy of the oldest CRM system backup, and stored the information within a usable, searchable system. From this, our experts created a detailed report of the former employee's activity within the company, including pertinent information about his sales, client accounts, and overall performance. Our client was able to use these reports as evidence in their case.



KEY SUCCESS

Our team used an audit log to match client accounts with account managers, before compiling and creating detailed reports on the former employee's performance with the company.