eDiscovery refers to any process in which digitised data is sought and secured to use as evidence in a civil or criminal legal case. eDiscovery rules require all parties involved in the litigated case to produce electronic information in a timely manner specified by the court. Consequently, IT teams are expected to have access to scalable storage systems that can accommodate large and growing volumes of eDiscovery data. IT teams are also expected to be familiar with tools to help manage and protect said data for a lifetime. During the course of scanning the market for our **storage hypervisor study,** we came across **Pitney Bowes' eDiscovery services**.

Pitney Bowes(PB) is a $5.4 billion company with 33,000 employees worldwide. It is headquartered in Stamford, Connecticut and provides software, hardware and services that integrate physical and digital communications channels. The company offers a wide range of technologies and support to businesses of all sizes:

1. equipment – volume based mailing systems, mail sorters, printers, shredders
2. software – document composition, mail production, shipping and tracking, postal compliance, e-billing, data management
3. services – print management, document management, and industry specific services

In January, PB launched its cloud-based eDiscovery portal as part of its litigation support services and solutions. PB Discovery is touted as a service that bridges the gap between traditional offsite eDiscovery services and onsite client desktops. It achieves this feat by simplifying and accelerating purchase requisition, work specifications, matter start up, data transfers, reporting and invoicing. This portal is expected to eliminate the time and expense of transferring discovery data physically for processing. The portal also provides digital dashboards to manage discovery workflow. Clients will have direct links to PB's processing centers.

Serving fragmenting demand

It is unlikely that meeting potential eDiscovery requirements will be the primary driver for any IT infrastructure investment decision. However, when the need arises, eDiscovery will represent corporate-wide priority. Good IT governance practices can improve the way important-but-infrequent requirements are captured and prioritised.

Most IT buyers would not recognise PB as a provider. The company has primarily engaged with mail, facilities management, customer service, legal and compliance budget holders. While PB needs to do more to gain recognition with IT buyers, we nevertheless foresee good prospects from its current base. As compliance moves up the corporate priority scale,

influences outside traditional IT teams will exert more influence.

Image credit: **Philipp Klinger Photography**