

Facing the Data Breach Threat, from Start to Finish



epiq precision

From proactive prevention and timely response to remediation, notification and support for any resulting litigation, Epiq assists all your data breach needs.

Data breaches pose serious risks for identity and intellectual property theft, as well as corporate reputation and monetary damages. It's no longer a matter of if, but when organizations will face a data breach threat.

Preventative Information Governance

When it comes to protecting your information, preparation pays off. Our information governance solutions and experienced consulting teams can help your organization minimize and harden data at risk. Epiq, along with its partner, well-known information governance provider Contoural, have teamed to offer a complete and robust governance program designed to reduce both the risk of a data breach, and to minimize consequent damages in the event of a breach. Services include:

- Assessment/benchmarking of current information governance state, and priority setting for desired future state
- Deploying global record retention strategies across email, file systems, content management and collaborative systems, as well paper repositories by defining the system of record
- Identification, management and control of intellectual property and other sensitive information to meet compliance regulations/mitigate risk

- Prioritized data mapping to support proportional discovery
- Legal hold policy, process, and technology implementation
- Reduction in the amount of time employees spend searching for electronic information
- Defensibly dispose expired, low-business-value electronic and paper records and documents
- Development and execution of behavior change management strategies to ensure adoption and return on investment

Data Breach Response

Because data breaches pose a serious risk for individuals and corporations, reacting in both a timely and professional manner matters. This is where Epiq comes in: We provide unmatched expertise in responding to and remediating cyber incidents. Solutions include precision mailing, dedicated contact

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centers, and identity and credit monitoring – all with the ultimate goal of minimizing or eliminating the impact of identity thefts, thereby resulting in no individual damages. Where a data breach results in a negotiated settlement, we work with clients to develop legal notice plans, facilitate claims review and processing, and ensure class members receive appropriate remedies.

Efficient Services

We provide a full suite of incident response services, providing clear and appropriate notification to affected individuals immediately after a breach. Our seasoned team of professionals works with all parties involved to develop a customized solution in response to the breach, focused on controlling costs and reducing risk of future litigation.

Our standard, guaranteed turnaround time is just 3-5 days, making us the fastest in the industry. And, rush services are available – so you can rest easy.

We handle all aspects of the security breach process under one roof, including data processing, data research, forms creation, noticing and contact center setup and support. This gives you a single point of contact during the entire process, and enables us to drive effective data breach response by eliminating the inefficiencies introduced by cross-vendor coordination.

Data Breach Document Review and Discovery

During or after a breach, document review by trained and experienced experts is often required – high levels of accuracy are absolutely necessary, and you can't afford to miss capturing crucial data if a breach turns into litigation. Epiq provides solutions for the document review and sensitive data discovery stages of both incident investigation and breach response.

Our expert services and document review solutions directly reduce review costs while delivering industry-leading accuracy and quality. We offer fully managed review – including flexible staffing of experienced review attorneys, training and quality assurance

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processes. And when the data volume and time-frame warrant it, we can deploy technology-assisted review to enable rapid location of relevant documents and overall cost reduction. Multilingual support, global document review centers and a Tier IV data center in the US and data centers that meet or exceed Tier III standards internationally mean our infrastructure is scalable and secure.

Data Breach Class Action Notification and Administration

Where a data breach results in a negotiated settlement, we work with clients to develop legal notice plans, facilitate claims review and processing, and ensure class members receive appropriate remedies. We've handled the five largest data breach settlement administrations in the nation, and offer a scalable, global infrastructure for providing related services.

Past engagement highlights include:

- In re: Countrywide Financial Corp. Customer Data Security Breach Litigation
- In re: Heartland Payment Systems, Inc. Customer Data Security Breach Litigation
- In re: Department of Veterans Affairs (VA) Data Theft Litigation
- Andonia v. The TJX Companies Inc
- In re: Trans Union Corp. Privacy Litigation
- Lockwood v. Certegy Check Services, Inc.
- Haug v. PetSmart

By the numbers:

2K+ Data breach cases successfully administered

98K Square-foot contact center

1K+ Contact center agent capacity

80% Inbound calls answered within 30 seconds

3-5 Days guaranteed turnaround time