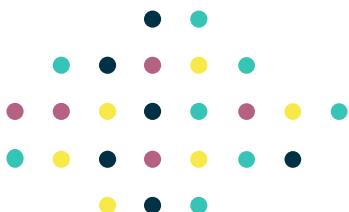# Casepoint RFI Response: NexGen FOIA Tech Showcase, Day 1, topic 2

Casepoint Processing Tools

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Re: RFI Response: NexGen FOIA Tech Showcase, Day 1, topic 2

To whom it may concern –

Casepoint, LLC ("Casepoint") is pleased to provide an overview of our FOIA technology solution to support FOIA workflows across federal agencies. Casepoint is an end-to-end FedRAMP authorized FOIA technology solution that provides a user-friendly, highly secure, centralized environment for processing, reviewing, producing, and storing data. Casepoint's powerful, time-saving FOIA technology allows federal agencies to review and respond to FOIA requests faster with less risk.

Casepoint's FOIA technology is a robust eDiscovery tool that combines powerful data processing, search and redaction capabilities, and an AI suite with expert services to support our customers' FOIA and eDiscovery needs. Federal and state agencies, including the Securities and Exchange Commission, Veterans Affairs, Department of Defense, West Virginia Office, and the State of Connecticut, leverage Casepoint's FOIA technology to manage and review complex data related to FOIA requests.

Casepoint would be excited to demonstrate our capabilities in NexGen FOIA Tech Showcase. In addition to the topic specific technology showcase demos, Casepoint suggests vendors be allowed to demo full capabilities for FOIA. This will allow the participating federal agencies to see and evaluate the presented FOIA technology solutions from an end-to-end perspective.

As the company point of contact, I have provided my contact information below if you have any questions.

Sincerely,

Amy Hilbert

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1.   Executive Summary / Overview / Intro

The top challenges agencies face with FOIA include managing the growing volumes of data and requests, efficiently identifying requested information, meeting response timelines, and human error. As a result, agencies need a comprehensive FOIA solution that is secure and scalable and provides collaboration and automation tools to support efficient and accurate FOIA responses. Casepoint is a secure, cloud-based legal discovery platform that offers a FOIA technology solution for managing the growing demands and complexities of FOIA requests. Casepoint's FOIA technology solution reduces the cost, time, and complexity of using inefficient options and outdated technology to manage the FOIA process through a powerful, innovative, unified solution.

Casepoint's powerful, innovative, time-saving FOIA technology solution allows federal agencies to successfully process and respond to FOIA requests faster. Casepoint brings an end-to-end FedRAMP authorized FOIA technology solution that provides a user-friendly, highly secure, centralized environment for processing, reviewing, redacting, producing, and storing documents. Our solution directly aligns with Chief FOIA Officers Council's Technology Committee Day 1 topics. Casepoint's intelligent case processing tools quickly and seamlessly processes and deduplicates data for FOIA review and response. Casepoint is composed of built-in advanced search technology and artificial intelligence that significantly improve executing searches for FOIA responses. Casepoint's redaction tools allow FOIA personnel to quickly and accurately pinpoint sensitive or exempt information and properly redact the information to remove the information and sanitize records.

2.   Case Processing Tools

Given the rise in FOIA requests, the need to process data for FOIA review and response successfully is more important and challenging than ever. Additionally, as the role data plays in these FOIA requests evolves, so too do the complexities of data challenges: processing a wide variety of data types, culling high volumes of data, gleaning for relevant data, a limited clock on review times, and request turn around, handling varying types and levels of data, and ensuring data protection and security. That is why we offer a solution equipped to solve existing and future case processing challenges. Casepoint provides "Intelligent Processing" to improve the speed and quality of ingested and processed data. Our processing engine intelligently probes various file types for errors or issues and presents them to users to make intelligent decisions. Casepoint's processing workflow also uses mapping templates to standardize data for a more efficient and accurate review.

2.1.   Cloud Collections

Implementing technology solutions that can remotely collect data is imperative for managing the evolving FOIA landscape and critical for enabling staff the necessary tools to quickly collect and process data for FOIA requests. Casepoint's cloud collection capabilities allow agencies to easily connect to and upload data from cloud repositories, and start reviewing faster. Casepoint supports secure, defensible data collections from the most popular cloud-based data repositories such as Dropbox, Gmail, Google Drive, OneDrive, Office 365/Outlook, Microsoft Teams, Box, Slack, Slack Enterprise, and Google Vault. Casepoint can connect directly to applications to collect native files and their metadata, without risking data security. For

increased efficiency, the data can be filtered by system labels, custom labels, by date range, by query, by folder, and by sender/receiver prior to collection. Casepoint also supports the ability to maintain a chain of custody for the original media through its cloud collection for increased defensibility. Casepoint's centralized solution enables agencies to manage and monitor the status and progress of cloud collections, effectively eliminating the need to log in and out of other applications or manually transfer files as data is collected.

2.2. Data Ingestion and Processing

Casepoint's data processing engine supports the identification and ingestion of over 600 different file types. Casepoint's intelligent wizard automates the process from file uploads, deNISTing, custodian assignment, deduplication (e.g., globally, within custodian), and exception handling through promotion to an ECA or Review environment. Processing templates are used to preselect common options for each FOIA request type. In addition, Casepoint includes tools designed to assist with common eDiscovery data manipulation tasks (i.e. back-up/archive, data import, image processing, load file, and text file). Casepoint's processing capabilities include the ability to process content from a wide variety of containers and file formats including, but not limited to, .zip and .rar files, Microsoft Exchange email (PST/OST), and standard EDRM Load files. Further, Casepoint's robust data ingestion capabilities can support 750GB or more of uncompressed native files for processing. Casepoint's processing engine performs deNISTing, custodian assignment, de-duplication (e.g., globally, within custodian), exception handling, and promotion to early case assessment (ECA) or Review. All basic metadata, as well as extended metadata, is extracted. Email threading, conversations, and parent/child relationships are created and maintained during processing. Casepoint also supports converting native documents to images (i.e., TIFF) based on user-defined conversion parameters. Casepoint can perform OCR (Optical Character Recognition) to extract any available text from image file formats. Casepoint provides language support for OCR through the Tesseract and Aquaforest OCR engines.

2.3. ECA

Casepoint's robust ECA technology is integrated into the Casepoint platform and provides clients with visibility into data collections to reduce the noise within a collection and promote the smallest, most-relevant set of data for review. ECA allows for data reduction using keywords and dates, among other data reduction techniques. Culling features, such as near duplication and email threading, are incorporated to expedite review and reduce costs.