Integrated audit flow.

Litigation process faster.

Mail Archiving

Case Management (CAS)

Cellopoint Case Management (CAS) is an optional module in the email archiving solution that helps you classify high volumes of archived emails and sort them according to the correlations between the cases open and emails. CAS optimizes the organization's case-handling process through effective case planning, integrating case classification, email content management, and audit personnel allocation. This solution helps organizations to ensure faster and more efficient digital evidence retrieval and decision-making for individual cases, whether they use cloud services such as Microsoft 365, Exchange Online and Google Workspace, or on-premises platforms like Microsoft Exchange and Zimbra.

Mail Archiving → Case Classification → Auditing → Evidence Retrieval
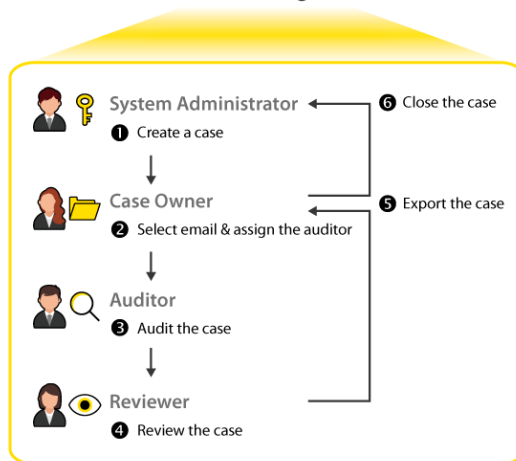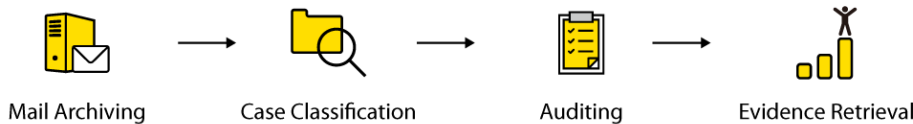
Benefits

- Efficiently classifies a high volume of emails.
- Assigns auditors and reviewers for individual cases.
- Classifies by correlation between emails.
- Simplifies the process of email retrieval for legal and IT teams.
- Makes the decision-making process faster.
- Provides email compliance management.
- Saves time and cost for evidence retrieval.
- Provides a simple tool for eDiscovery.

Supported Email Systems

- Microsoft Exchange 2016 / 2019 / 2022/ Microsoft 365 / Exchange Online
- Google Workspace
- Zimbra
- HCL Notes
- Sendmail / Qmail / Postfix

CAS Process

CAS must be used with Mail Archiving (MA) to facilitate emails retrieval. Steps are as follow:

1. The system administrator creates a new case and adds a case owner.
2. The case owner adds relevant archived emails and assigns the auditor and reviewer.
3. Auditor checks email relevance to the case.
4. Reviewer confirms the classification made by the auditor.
5. Once confirmed, the reviewer exports the case to the case owner.
6. Once the case is closed, the case owner can export it as CSV or HTML file.

CAS features at a glance

- The case owner can assign auditors and reviewers and export the cases to files.
- Auditors and reviewers verify emails and mark them as "unrelated" (sends them back to the archive), "related" (saves them in the case folder), or "cannot confirm".
- Additionally, auditors and reviewers can use the comment section to add relevant information, making it easier to locate emails later.
- CAS solution's main purpose is to simplify the email retrieval process quality so that each case can be managed more effectively