

## Review of Trident from Wave Software

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If you work in litigation, you're probably familiar with the "mystery of the PST."

PST is an abbreviation for "Personal Storage Table" and is a file format chosen by Microsoft to hold e-mail messages, calendar events, and other items from Microsoft Outlook.

The .PST file format is so versatile that it has become the standard method for transporting e-mail collections. If your client or opposing party needs to send you a set of relevant e-mail messages for a litigation matter, it will probably be a .PST file.

Individual e-mail messages can be exported out of Microsoft Outlook as .MSG files, but keeping track of thousands of messages can quickly get overwhelming. A .PST file is more flexible and keeps everything organized. And a .PST file is much better to deal with on a "native" basis than working with e-mails that have been printed or converted to TIFF images.

The problem is that when you receive a .PST file, you really have no way of knowing the contents unless you actually load it into your own copy of Microsoft Outlook. And while you can certainly do that (.PST files are regularly used for archiving old messages), you run the danger of mixing discovery documents in with your own personal e-mail, or accidentally hitting the "reply" button on a live message that was definitely not originally addressed to you.

Trident from Wave Software is a simple and indispensable utility for dissecting a .PST file (Trident will also handle .NSF files from Lotus Notes environments). It also provides tools for de-duplicating, filtering, and exporting .PST files to be ultimately loaded into a document review database (such as CT Summation or Concordance).

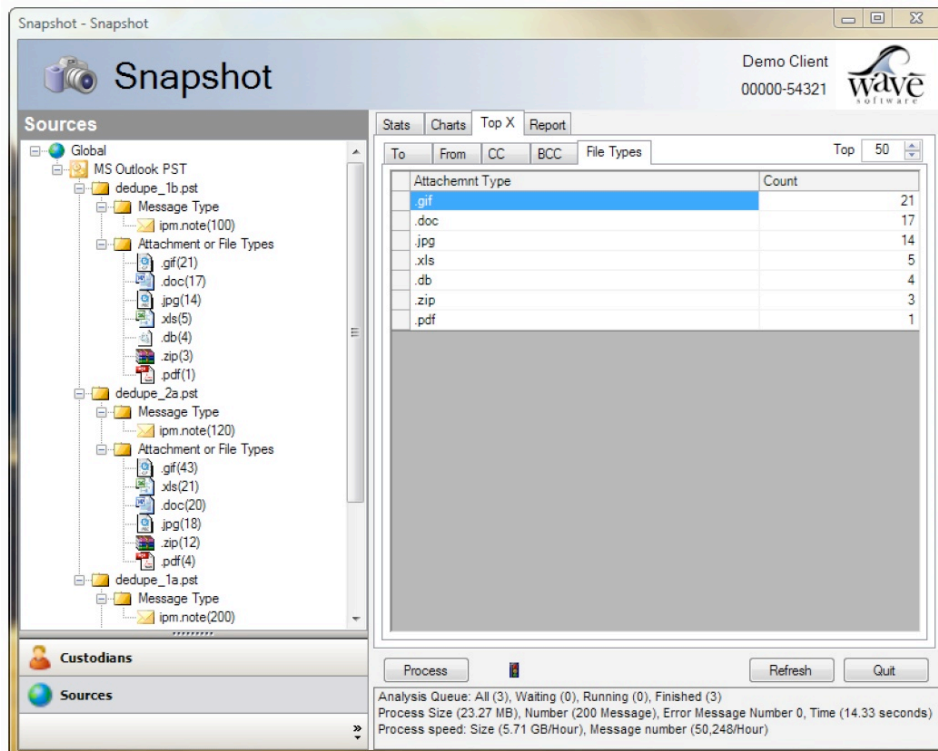
Trident requires the Microsoft .NET framework to be installed (free) as well as Outlook 2000, XP (2002), 2003, or 2007. Trident does its most efficient work when it is pointed at a secluded .PST file located on a local or network drive.

The main purpose of Trident is to index a .PST file, thereby revealing all of the information hidden within. It will not present the included e-mail messages to you in a visual format like Outlook, but Trident will allow you to search, filter, organize and de-duplicate e-mails, and eventually allow you to export a new, culled-down .PST file at the end. That .PST file can then be loaded into a document review tool, or sent to an outside vendor for additional processing.

## A Picture is Worth a Thousand .PSTs

Wave Software offers a free, limited, "Lite" version of Trident, as well as a "Pro" version with many more features and capabilities. Trident Pro costs \$15,000 per seat per year for an unlimited license (i.e. no "per click" charges found in similar programs) that includes training, support, maintenance and upgrades. That may sound expensive at first, but the program pays for itself many times over if you encounter multiple e-mail collections every year. You can download the free version of Trident Lite and convert it into the Pro version when necessary.

The main feature of the free Trident Lite is the "Snapshot" tool (also available in the Pro version) which is incredibly quick and powerful. Snapshot will scan any collection of .PST or .NSF files and provide a plethora of helpful information about each message collection. This is the quickest and easiest way to get an overall picture of what a .PST file contains without loading it into Microsoft Outlook.



First, in the Stats tab, the Snapshot tool reports how many items are included in the .PST file, how many attachments you have, and the total size of all that information.

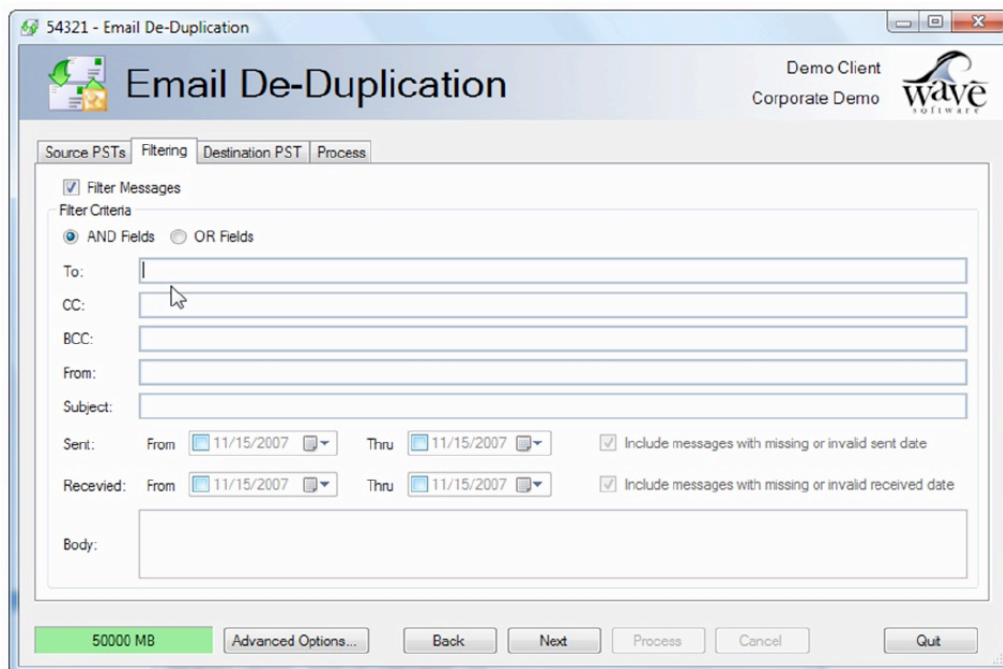
Next, the "Top X" tab reports the top listings of the Tos, Froms, CCs, BCCs, and File Types. It is amazingly useful to have this information and quickly see who received the most messages in the collection (the To field), and how many attachments in the collection are PDFs or DOC files.

And since you can't be expected remember all this information, the Report tab under the Snapshot tool lets you spit out a PDF file with all the details. I found this helpful when I moved on to the de-duplication and filtering tools in Trident.

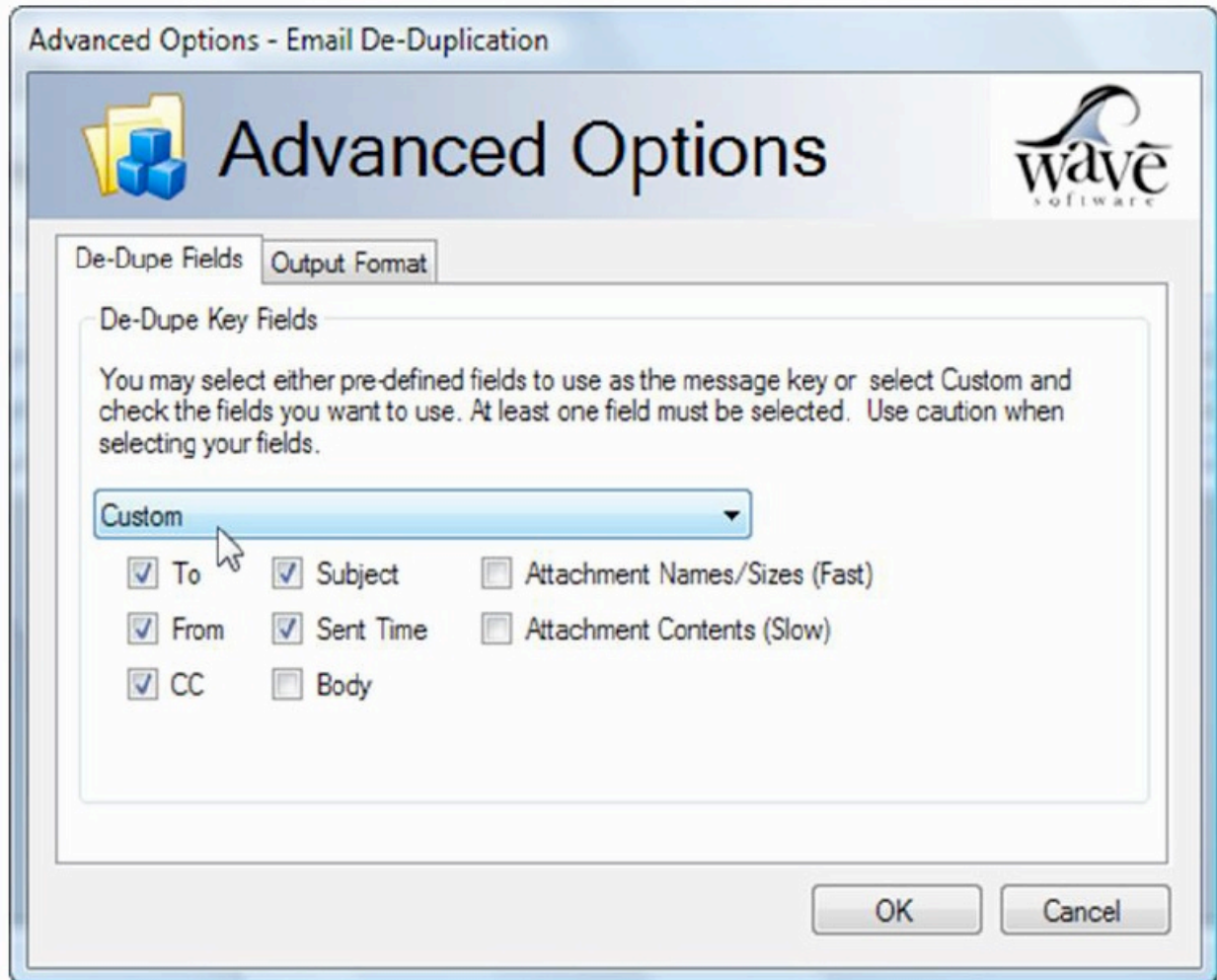
## De-Duplication

Wave Software declares that for every GB of data, 20%-50% of the messages will be duplicates. And while that estimate can vary drastically based on the nature of the data involved, getting a report on the number of duplicates contained in a .PST file cuts down on the processing and review costs.

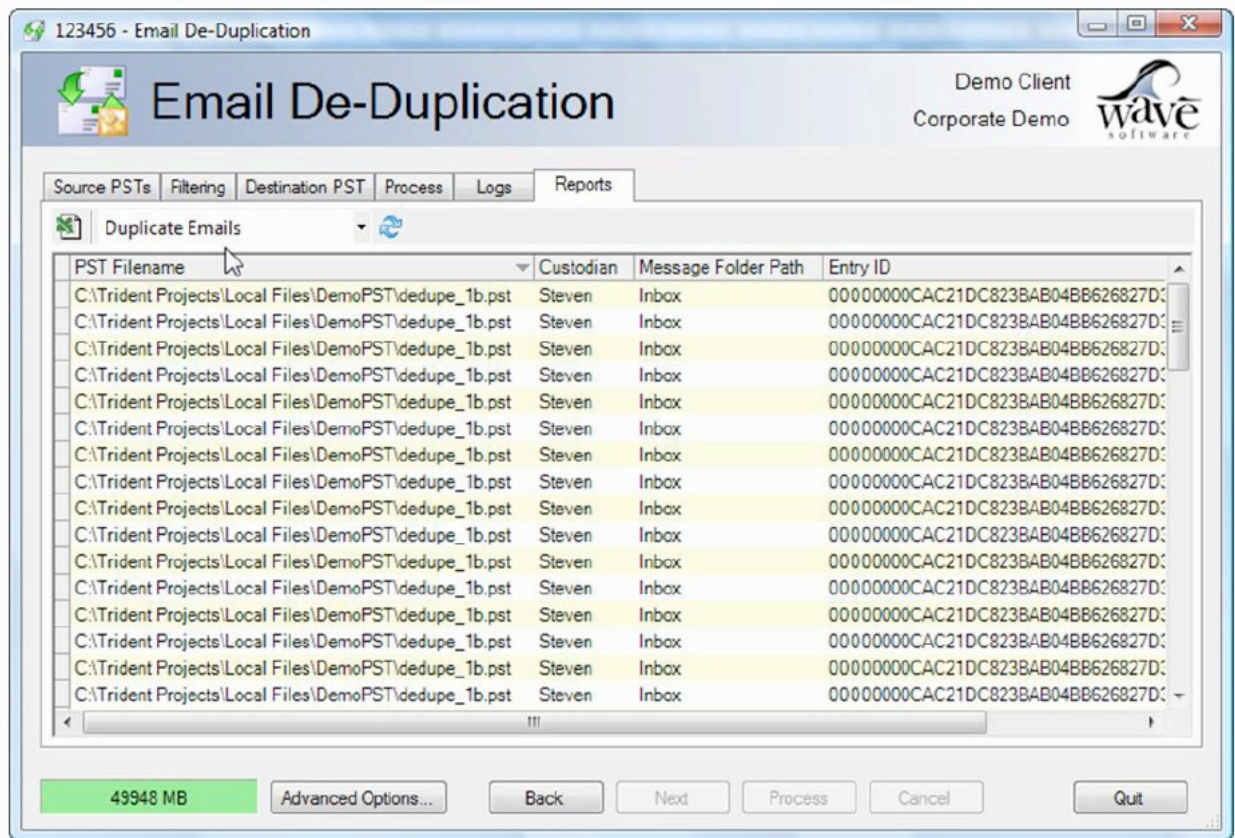
Trident's E-mail De-Duplication tool is not the most expansive utility when compared to competitors, but it is comprehensive enough for a basic and serviceable culling by duplicates featuring an easy-to-understand interface. Trident determines duplicate messages by comparing the To, From, CC, Subject line, and Sent Time fields by default. If you want to get more aggressive in your de-duplication, you can customize the options to compare the body of messages, or you can pick and choose specific criteria for the de-duplication function.



While you're de-duplicating a .PST file, Trident allows you to do some additional filtering at the same time. You can filter out messages based on specific fields such as To, CC, BCC, From, Subject, Sent/Received time, and keywords found in the Body. Trident's filtering feature is based on the dtSearch Engine, which accepts all of the common operators (e.g. AND, OR, etc.) and acceptable Boolean searches (e.g. car w/4 accident).

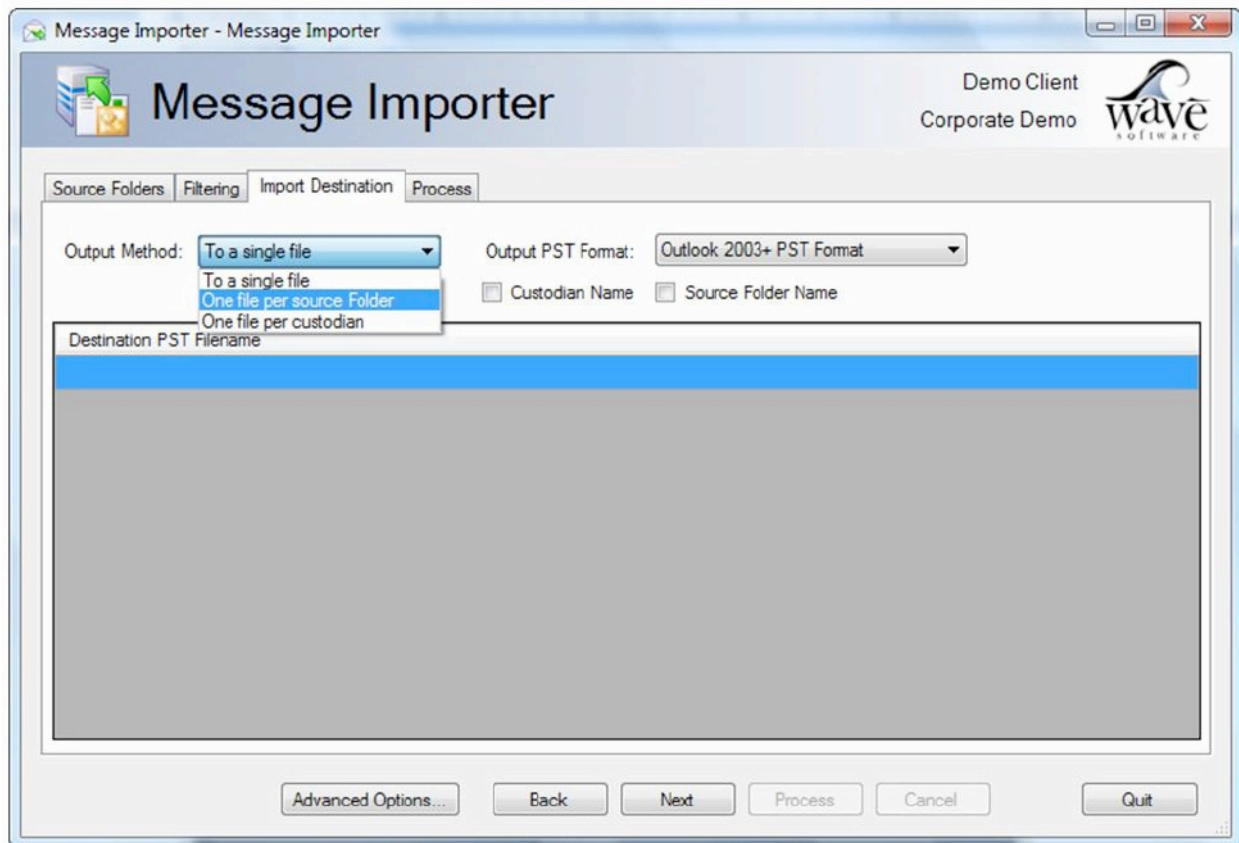


After processing a .PST file, Trident offers a log file that shows a wealth of information about the task it just completed. This log file details what settings were used in the de-duplication, and reports on the number of duplicates it found. The log files provide information necessary for keeping track of your work, and operates as necessary documentation for litigation support functions.



Trident also provides separate reports on the list of unique and duplicate messages, which can all be exported as Excel files.

The final result of a de-duplication task is a new .PST file that contains only the unique messages based on the criteria you provided. That .PST file can then be loaded into a document review tool with the confidence (and comfort) that only unique, relevant e-mail messages will have to be reviewed.



If you don't need to de-duplicate a .PST or .NSF file, but still need to filter by date/time ranges or particular custodians (in the To/From fields, for example), then you can choose the Filtering/Merge/Split tool within Trident.

The Filtering/Merge/Split tool offers all of the filtering tools described earlier, but without the overhead of a de-duplication task. You can merge multiple .PST files into one through this tool, or split them up per custodian – all based on filtering criteria that you specify.

I found it very helpful to have the reports I generated in the Snapshot tool next to me when I was deciding what filtering criteria to select.

Two other tools available in both Trident Lite and Trident Pro are the Message Importer and Message Exporter.

The Message Importer is used to "repackage" miscellaneous, individual .MSG files into a consolidated .PST file for further processing or loading into a separate review platform.

The Message Exporter extracts messages from a .PST or .NSF file into individual files. For example, you can instruct Trident to export the messages as .MSG or even .TXT files. I found this tool most helpful in its ability to export all of the metadata associated with each message into an Excel file. This gave me a nice spreadsheet where each message was listed and accompanied by its relevant metadata.

When it comes to the "mystery PST," Trident is an indispensable tool in being able to expose the hidden information about the messages inside. While there are other tools that can show this information, Trident offers an extremely intuitive interface, with the overall process reduced to a few simple clicks of the mouse.

It's inevitable that you'll encounter a .PST file if you work in litigation, and Trident is a must-have tool for understanding that .PST. And since the Trident Lite version is free (although limited in functionality), you really have no excuse for not downloading and trying it out as soon as possible.

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