



Social Media Investigation Services

Whether it’s the opposing party—or even your own client—wouldn’t you want to know what they have on social media that could potentially torpedo your case?

A Massive Pool of Data to Mine for Your Matter

Between the sheer amount of social media users and the number of accounts each person has, the data available across diverse platforms that is potentially relevant to litigation matters and investigations is massive. While many believe social media data is only relevant to personal injury or large, big budget matters, the truth is social media investigations and evidence gathered therein can help turn the tide on even the smallest matters. In fact, KLDiscDiscovery has conducted investigations where vital evidence was located and collected from social media sources for positive results, including:

1. Locating witnesses to systemic corporate indifference by tracing posts made to discussion groups
2. Cross referencing the work schedules of employees of a transportation company with social media posts by the same to enforce a corporate policy
3. Evidence proving employment status as an independent contractor
4. Located several “hidden” social media accounts providing background to a sexual harassment claim
5. Provided evidence a remote employee was taking vacations while claiming presence in their home office

Who We Help & What We Offer

Our services are particularly valuable for attorneys and litigants seeking to gain a deeper understanding of the people involved in a legal case. We use state-of-the-art tools and techniques to locate, collect, and analyze data from social media platforms and deliver actionable insights.

If you’re concerned a client has made public statements that may be detrimental to your case—or even if you’re looking for an edge in your litigation strategy—our social media investigation practice can help you uncover hidden evidence, potential biases, and other critical information about your clients, opposing litigants, and potential jurors who may impact the outcome of your case.

Did you know:

- Nearly 5 billion people—59.9% of the world’s population—use social media
- By 2027, the number of social media users is expected to grow to roughly 5.85 billion
- Globally, the average person has 8.4 social media accounts

How We Work

First, we meet with clients to understand their needs, goals, and boundaries. Determining how social media investigations can accomplish our clients' goals and contribute to strategy decisions is crucial.

Next, we design a workplan to give us the ability to tie content to people. Our workplans include targeted applications, methods, and tools to search and locate investigation targets. Investigations occur in KLDDiscovery's secure, untraceable environment to protect the identity of both clients and investigators.

We recognize there are different ways to surface the data needed in a social media investigation and our team employs creative solutions to achieve outlined goals. In the end, credibility and trust are paramount. Reports and testimony must survive cross examination, data must be authenticated and validated, and these are the table stakes on which we've built our reputation.

Take a behind-the-scenes look at our process to uncover hidden or obscure social media accounts and posts. Our team combines experience in platforms with advanced search techniques, including:

- Performing reverse image searches to identify social media accounts associated with a person in a photo
- Searching social media handles across platforms and checking online profiles for potential leads
- Using specialized open-source intelligence (OSINT) investigation tools

Finding hidden social media accounts can be time-consuming, and there is no guarantee of success. However, our deep experience combined with powerful search tools and techniques increase the chances of uncovering valuable information for your matter.

Spotlight on Success

KLDDiscovery's social media investigations yielded the following positive results. Explore how our services can help your matter achieve a successful outcome.

A Tik Tok Challenge video showing a claimant in a medical disability insurance matter demonstrating functionality of a claimed disability



Influencer videos showing luxury items for sale that were reported stolen in an insurance claim, resulting in a denial of the claim



Fraud found through the advertising and posting of employer durable equipment for sale on the dark web, leading to termination of employment



Meet Our Experts

Allow us to look at your matter for a couple of hours. We'll share what we find and based on what you see, you can decide whether to move forward with KLDDiscovery's Social Media Investigation Services.



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