ACTFORE and the Engine Behind Global Commerce: Precision, Clarity, and Confidence Restored

ACTFORE

SUMMARY

For decades, a premier supply chain software provider had quietly become the backbone of global commerce. Its platform powered the flow of goods from factory floors to storefronts—forecasting demand, orchestrating logistics, and enabling customers to operate with confidence at scale. For its global client base, certainty was not a luxury; it was a requirement.

That certainty was disrupted when a significant incident compromised the company's data environment. Millions of files containing years of customer intelligence, operational patterns, and ecosystem insights were suddenly placed under scrutiny. This was not merely an IT event. These files represented the digital arteries of global supply chains—and the trust that held them together.

Faced with mounting pressure, the organization stood at a crossroads: act too quickly and risk unnecessary customer notification, or move too slowly and jeopardize credibility across its network. What followed needed to be both fast and defensible.

To navigate that tension, the company—working alongside its Am Law 100 and Chambers-ranked legal team—engaged ACTFORE. Not for speed alone, but for certainty restored under pressure.

RESULTS

691GB
of Data Received

1,146,196
Files processed

2400+
Customer & regulated data terms

A DELIBERATE, PHASED RESPONSE

ACTFORE approached the engagement with a clear principle: in a complex B2B environment, customer-notification decisions cannot be based on partial visibility. The analysis needed to widen before it narrowed—expanding archival file formats to ensure completeness, then contracting to deliver precision.

Phase 1: Directional Triage. The engagement began with a rapid-response scan designed to establish directional clarity without drawing premature conclusion. ACTFORE processed 691 gigabytes of data, applying early detection logic to identify which portions of the environment warranted deeper review.

Within days, this initial triage surfaced just over 244,000 files showing potential relevance. This subset was not treated as a final population, but as an earlysignal—providing the first indication of where meaningful exposure might exist.

That signal informed the next step.

Phase 2: Full-Environment Confirmation. Recognizing that notification decisions must be grounded in complete visibility, ACTFORE intentionally expanded the scope of analysis. Rather than relying solely on the narrowed subset, the engagement moved into a deep-indexing phase designed to confirm precisely which customer relationships were impacted—and which were not.

To ensure completeness, ACTFORE's patented indexing engine ingested more than 1.1 million files, mapping them against a tailored library of over 2,400 customer-specific search terms. This ensured that even subtle customer references, embedded identifiers, or indirect customer mentions were surfaced for evaluation.

In parallel, ACTFORE conducted a comprehensive index against regulated data categories—including PII, PHI, and GDPR-covered identifiers—ensuring that customer detection and sensitive data discovery progressed concurrently. The results were then reconciled to confirm not only which customer relationships were referenced, but whether any regulated data triggered notification or compliance obligations.

Throughout this phase, ACTFORE worked in close coordination with the client and legal counsel, validating methodology and aligning on decision thresholds to ensure results would be both actionable and defensible.

> " I brought them in to understand the nature and scale of the issues. They have an ability to work with extraction matters and assess legal obligations. They're very good at distilling and digesting large sets of data and giving me as much information about what's in that data.
>
> Client | Crisis & Risk Management 2025

PRECISION THROUGH REDUCTION

The comprehensive indexing pass initially illuminated nearly 890 potential customer groups—an expected outcome when applying broad customer-detection logic across a large, unstructured B2B dataset. Importantly, this was treated not as an answer, but as a working universe requiring refinement.

ACTFORE immediately transitioned into precision mode.

Through structured sampling, rapid validation layers, and intelligent consolidation, the team systematically reduced noise. Duplicate entities were collapsed, naming variations reconciled, and incidental references separated from material customer impact. With each refinement pass, the aperture narrowed—converting volume into clarity.

The outcome was definitive. From an initial field of nearly 890 customer groups, the analysis ultimately confirmed that approximately 15 customers required notification. Across the 1.1 million indexed files, just over 21 percent proved responsive once irrelevant material was removed.

By intentionally widening the scope before narrowing conclusions, ACTFORE delivered what the moment demanded: confidence rooted in completeness. The client avoided unnecessary over-notification, preserved critical customer relationships, and moved forward with a response strategy supported by clear, defensible evidence.

The engagement delivered timely insight at scale—without unnecessary escalation. The organization maintained control of its response, protected its customer ecosystem, and emerged with certainty restored through analysis that was both fast and precise.

### UNMATCHED PRECISION AND EXECUTION

The platform's ability to reconcile naming variations, contractual references, and embedded identifiers across more than one million files enabled precision at scale, proving that even complex B2B ecosystems can be analyzed accurately without unnecessary escalation.

<2%
of identified customer groups required action

FULL VISIBILITY AND EXPEDITED RESPONSE

ACTFORE's phased methodology delivered full-environment visibility early in the engagement, allowing leadership and counsel to make informed decisions without delay. By completing deep indexing and refinement on an accelerated timeline.

21%
responsiveness after refinement
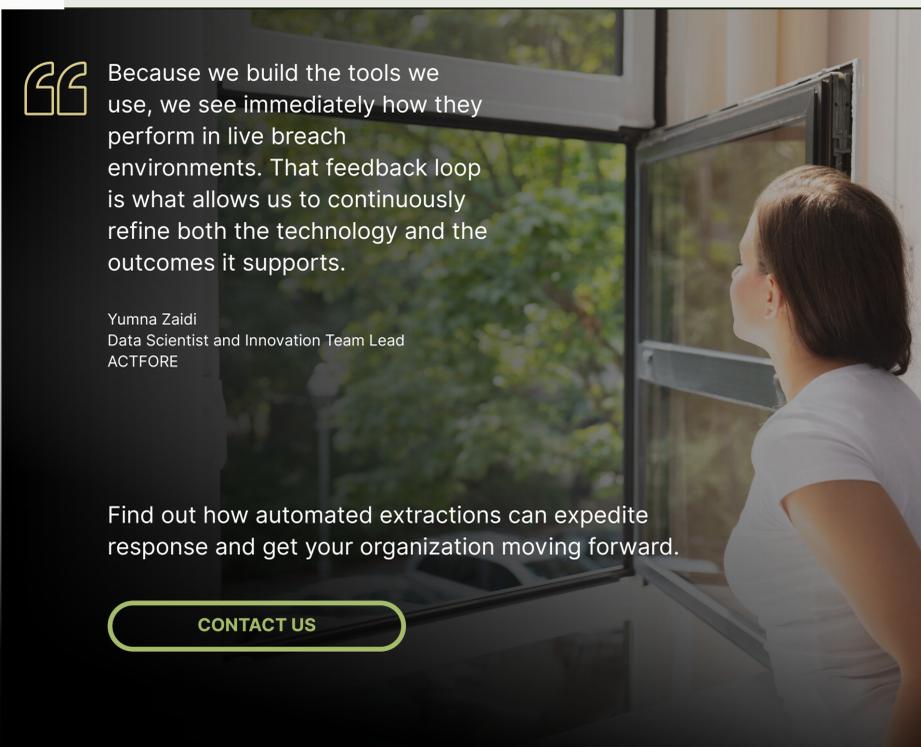
> " Because we build the tools we use, we see immediately how they perform in live breach environments. That feedback loop is what allows us to continuously refine both the technology and the outcomes it supports.
>
> Yumna Zaidi
> Data Scientist and Innovation Team Lead
> ACTFORE

Find out how automated extractions can expedite response and get your organization moving forward.

CONTACT US