

aws marketplace

Exterro

Reviews, tips, and advice from real users



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Product Recap

exterro

Exterro

Exterro Recap

Exterro drives efficiency in legal and compliance operations by offering comprehensive e-discovery and data privacy management features that meet the demands of a digital-first world.

Exterro provides a robust set of tools designed to streamline legal processes, mitigate risks, and ensure regulatory compliance. Its powerful capabilities include e-discovery, data mapping, and incident response planning, making it suitable for industries dealing with sensitive data. With Exterro, organizations can automate workflow, reduce legal spend, and improve data governance, thereby enhancing decision-making processes in complex cases.

What are the key features of Exterro?

- **e-Discovery:** Streamlines document review and provides advanced search functionalities.
- **Data Privacy:** Offers tools to manage consent, assess compliance, and handle data subject rights requests.
- **Legal Holds:** Simplifies creation and management of legal holds to preserve critical information.
- **Risk Management:** Identifies and mitigates risks through automated assessments and monitoring.
- **Workflow Automation:** Enhances efficiency by automating complex legal processes and task management.

What benefits can users expect?

- **Cost Efficiency:** Reduces time and expenses associated with manual legal processes.
- **Compliance Assurance:** Ensures adherence to data protection regulations across regions.
- **Improved Decision-Making:** Provides actionable insights that drive informed business decisions.
- **Scalability:** Adapts to growing data volumes and evolving legal challenges.

Exterro is trusted across industries such as finance, healthcare, and government for its ability to integrate seamlessly with existing IT infrastructure. Companies leverage it to manage litigation quickly and comply with ever-changing regulations, ensuring data integrity and security in complex environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The biggest positive impact on students of Exterro has been readiness, as they actually graduate with hands-on experience in an industry-standard platform that employers use, which essentially bridges the gap between academic learning and real-world practice.”



Verified user

Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

- ✓ “As a forensic science student, I can realistically use Exterro for all of my academic work.”



Debarun Mazumder

Student at The Assam Royal Global University

- ✓ “Exterro is very stable and it is the best on the market.”



Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

✔ “In my opinion, the best features Exterro offers are complete, cheap, and free solutions.”



Jordino Jordino

Cto at None

✔ “In my opinion, the best feature Exterro offers is the in-depth imaging process it provides.”



Verified user

Teaching Fellow In Digital Forensics And Cybersecurity at a university with 5,001-10,000 employees

✔ “We like the reporting functionality. It just seems very clean.”



Paolo Mitchell Perez

IT Analyst III at Federal Credit Union Bank

What users had to say about valuable features:

“We like the reporting functionality. It just seems very clean. It just always looks like it can kind of slice and dice these reports and just show us the metrics that we need. I would say the reporting functionality is great..”

Paolo Mitchell Perez

IT Analyst III at Federal Credit Union Bank

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“In my opinion, the best feature Exterro offers is the in-depth imaging process it provides. Exterro has positively impacted my students as they are fond of this tool that helps them extract information from dead phones, hard disks, and similar devices. I notice that students are more engaged and they complete assignments more successfully because using Linux for imaging is a bit hard, and using Exterro software is much more helpful for them..”

Verified user

Teaching Fellow In Digital Forensics And Cybersecurity at a university with 5,001-10,000 employees

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“In my opinion, the best features Exterro offers are complete, cheap, and free solutions. I appreciate the range of features, which seems to be the full package, and we are currently taking the free version, so it seems to be enough for us.

“Exterro has positively impacted my organization with better control over devices. Since it has only been about 30 or 40 days, I cannot say much more about my experience because we are just starting..”

Jordino Jordino

Cto at None

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“The reporting and usability of Exterro are valuable to me. The investigation support is very good, and I can work with my evidence handling much better. The UI is also very good and easy to understand.

The reporting makes it easier for me to find information, and the filter system is much easier to incorporate what I have prepared. Compared to FTK Imager, it is much harder to find and manage information in other tools. Exterro makes it easier to know what I used last and allows me to restart from that particular point where I ended, then use it for my investigation and management. .”

Debarun Mazumder

Student at The Assam Royal Global University

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I would not say the best feature of Exterro, but rather the work format. Because it reads the disk's MFT and only extracts the data for me when I need it, this greatly facilitates the validation of the process itself, giving me speed. Because it does not archive and pull up all the data on the computer, it makes things lighter and gives me peace of mind to do exactly what I really need to do. The difference between Exterro and other tools on the market is precisely that it gives you the peace of mind to perform only what you need without having to do a full disk acquisition before you start your work.

By giving me this ease, Exterro allows me to search precisely for what I need, enabling me to start a service in a simple way, carry out a complex job, but still focus only on what I need to perform. Since I started using it, Exterro has given me this differentiator, in addition to the market differentiator it gives me, which is the certification. .”

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“I understand the features well. A few features that stand out to me, and I'll start with FTK Imager because that's the first tool I usually start with in my classes. FTK Imager is free and very reliable at the same time, and it has become an industry standard for evidence acquisition. I really like the fact that you can use it for imaging disks while at the same time you can use it to image memory. I do use it for both acquisitions.

“The next thing that's really impressive to me is what I teach in class. The keyword search and indexing capability is very impressive in the sense that I'm able to quickly show or demonstrate, or have my students carve through large volumes of data to find relevant artifacts as well as deleted files. Deleted files and browser artifact recovery are a few topics that I teach my students. I particularly use Exterro because of its amazing performance with artifact recovery features. That is something that I always find impressive.

“The biggest positive impact on students of Exterro has been readiness. By training students on Exterro or FTK, rather than simulating or having a watered-down tool, students actually graduate with hands-on experience in an industry-standard platform that employers actually use. This has shortened the learning curve for those who want to work in digital forensic roles. We're actually even considering having students go through the certification. I sat for the ACE certification about two years ago and recently took the GCFE exam, which included some experience or introductions with FTK Imager. I believe that it goes a long way. It essentially bridges the gap between academic learning and real-world practice, which is something I really appreciate..”

Verified user

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Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

Other Solutions Considered

I did not use a different solution before, but I used all of them because I was in pre-sales. I used FTK, Belkasoft, and Exterro itself, along with several other tools.

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“The process that we had before was manual. For example, if I needed you to preserve something, I'd email that to you. I'd email you something letting you know, and then I track it on a spreadsheet. So it was a manual process..”

Paolo Mitchell Perez

IT Analyst III at Federal Credit Union Bank

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“For anyone using FTK Imager or Autopsy, I would recommend that Exterro is much easier. The AI feature makes it much easier to handle and manage evidence collection. I have recommended Exterro to all my friends, colleagues, seniors, juniors, and teachers. Those who were working on projects have also felt very positive about Exterro's work..”

Debarun Mazumder

Student at The Assam Royal Global University

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“I was comparing Exterro with FTK Imager and other tools. They did not have AI features to make my work easier. Exterro was much easier, which is why I switched.

I did not formally evaluate other solutions, but I experimented with FTK Imager and Autopsy. Other than that, I have done all of my work on Exterro. .”

Debarun Mazumder

Student at The Assam Royal Global University

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“I did not evaluate other options. I just started my job one year ago. Exterro has been used here, and I can explain why they would be using Exterro because it's almost evident. I've used Exterro during my PhD studies. It was actually one of the very first tools that I was introduced to. It's even one of the very foundational tools that is being used in the industry. When I was doing my internship as a digital forensic consultant in both civil and criminal areas, FTK Toolkit and FTK Imager would be one of the very first tools that I was introduced to everywhere. I can almost understand why students have been introduced to Exterro first..”

Verified user

Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

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ROI

Real user quotes about their ROI:

In terms of return on investment, I usually have a quantitative measure in relation to hours worked. I can reduce my hours worked with Exterro in order to have a higher gain. However, I would find it interesting to receive some benefit from the tool, such as being a representative or having some enabler to promote my long-term experience, as I have been working for 20 years.

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“As far as ROI, as I stated earlier, it's more qualitative than quantitative I'd say. It's a manual process that's automated now. There definitely was a kind of risk avoidance. So we lowered our risk because we have more control over the process. We're not at any risk of deleting information that shouldn't be deleted. We lowered that risk, but I don't know if I could associate a cost with that. .”

Paolo Mitchell Perez

IT Analyst III at Federal Credit Union Bank

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“Return on investment—time saved or other metrics like fewer employees needed or money saved—are not something that really resonates with me at this time. From an educational standpoint, the ROI would be evident in terms of student outcomes. Students who train on Exterro FTK tend to be better prepared for industry certifications. If you're using Exterro as a foundational tool, as the very first tool that you introduce students to, you would see that they become much more familiar with how the other tools would look like down the line, whether it's Magnet AXIOM or Cellebrite. They will actually know how to use them—not completely, but at least give them a starting point and a head start on it. So the ROI for me would be student outcomes..”

Verified user

Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

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Use Case

My main use case for Exterro is conducting forensic analysis with email. After gathering the emails of a company that had a data leak, I used Exterro to identify the central point of this leak and the concatenation of the data on a platform.

In addition to forensic analysis with email, Exterro helps me with various types of cases, both more complex cases and post-mortem forensic cases. In all the cases I work on, I use it in my day-to-day work, whether for card data leaks or for validating forensic analyses involving image data. .”

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“As a forensic science student, I can realistically use Exterro for all of my academic work. It is very easy to understand and manage digital evidence. I use it for storage, tagging, and organized investigations, primarily to study digital evidence management and workflow using Exterro.

I try to incorporate what I have learned in my regular classes and apply it using Exterro, which helps me manage and understand the concepts better. I use Exterro for e-discovery, forensic and legal forensics, mobile evidence handling, and cyber crime investigation workflows. Comparing Exterro with Autopsy and FTK Imager, the UI, workflow, and reporting usability are much easier, which is why I use it. .”

Debarun Mazumder

Student at The Assam Royal Global University

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“I have been working in my current job for the last eight to ten months, and I have been in the cybersecurity field for the last three years. I have been using Exterro for the last one year. I typically use Exterro to teach students about FTK Imager, which is one of its products, and I teach students about these kinds of tools that are essential for digital forensics. We provide students with FTK Imager as a tool to image certain products when we want them to learn about imaging, and at that particular moment, we use it mainly to image hard disks and similar devices. I also use Exterro to provide an assignment that helps students learn about the different types of images and what kind of images can be worked with..”

Verified user

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Teaching Fellow In Digital Forensics And Cybersecurity at a university with 5,001-10,000 employees

“We use Exterro as a glorified notification system. It was used by the Office of General Counsel and Debt Collections Group to notify employees that they needed to preserve emails or records, or whatever information they had that pertains to cases where we're suing members, for example. Legal hold matters.

It wasn't that we were necessarily using the tool for preservation of any kind. It was just that the old process was basically done through email — there was no structure behind it. That was kind of the main purpose for bringing Exterro in.

We are using a SaaS version of Exterro.

As far as increasing the usage, that might be TBD. We might expand and maybe other groups might use the tool. But for now, it's just mainly that first group, the Office of General Counsel, and the second group, Debt Collections..”

Paolo Mitchell Perez

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IT Analyst III at Federal Credit Union Bank


“I have used Exterro at a couple of instances. I've used Exterro throughout my internships as a digital forensic consultant, as well as using Exterro, specifically the FTK Imager and FTK Toolkit, to teach my students in the digital forensics class I teach.

“I mostly use Exterro for teaching. I usually give my students labs with digital forensics labs where we start off with trying to image the disk at hand, and that's where I use FTK Imager. I usually teach them about hashes, how to image, how to get registry, or even how to analyze memory by taking an image of the memory. Then we go on to analyzing the disk image to find deleted files, recovering artifacts like browser history, emails, and registry keys. The whole process is divided into several labs that I give to my students.

“Exterro has been the very first tool I usually introduce to my students. Most of the time, my students come back and say that it's very intuitive. Since it's been the very first tool that they get introduced to in the class, it usually leaves a very lasting impact on them. Using Exterro in class has been really helpful in getting students to understand the fundamentals. I use Exterro as a live teaching tool rather than having a simulated environment. Students actually go through and use Exterro with real forensic disk images and practice the same workflow as a practicing examiner would.

“I know this because I actually used Exterro for my internship. As a digital forensic consultant, we used to analyze all sorts of cases using Exterro, the FTK Toolkit, and the FTK Imager. I try to use the same workflow and the same methodology to teach students who are going to become digital forensic analysts using Exterro. This has been one of the most heavily used cases for Exterro..”

Verified user

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Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees


Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I tested Exterro for about two months. It is too early to tell if I noticed any time savings or improvements in efficiency with better control over my devices, but I think we are going to have better control over where my employees are and what activities they are developing..”

Jordino Jordino

Cto at None

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Customer Service and Support

“I did not reach out for help, but the customer experience was good. I have seen positive feedback, and the customer service experience during this feedback process has been nice..”

Debarun Mazumder

Student at The Assam Royal Global University

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Exterro has good support and documentation, which makes it easy to use. However, I would add some artificial intelligence with basic knowledge of the tool to make it easier for those who are starting out, which would be interesting.

I have never needed to use Exterro's technical support, only when acquiring licenses. .”

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“I am not sure if my students reached out for help because they usually reach out to me for help. When it comes to myself, I have reached out to customer support a few times, and they do offer resources, documentation, and they're really helpful for common issues. I haven't reached out to them as often as one should be able to comment on this, hence I will not comment on that..”

Verified user

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Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

“Technical support is good. We know the people to contact from the Exterro side. I can only think of one situation where we had a problem with one user who might've received a legal hold or a notification that wasn't supposed to go out. It was just a bug or something like that, but that was resolved pretty quickly. Other than that incident, we have rarely had to contact technical support..”

Paolo Mitchell Perez

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IT Analyst III at Federal Credit Union Bank

Other Advice

“I am having an excellent experience using Exterro. It has been a very fun and positive experience. Exterro is performing well, and my suggestion to expand into other forensic categories would enhance it further. Otherwise, they are doing great.

As a student working on Exterro, I sometimes need Exterro's help, so I mostly work on a private cloud only. I have completed a few projects on Exterro, and it has been very good and fine. My overall review rating for Exterro is nine out of ten. .”

Debarun Mazumder

Student at The Assam Royal Global University

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My advice to others thinking about using Exterro is to professionalize themselves and get certified, as it is not a very intuitive tool and you have to make an effort to find what you want. Prepare yourself, study, get certified, and then use it.

The only point I would emphasize about Exterro is the cost reduction and the creation of a disk copy tool similar to the one FTK has.

“I would rate this review a 10. .”

Raffael Vargas

Director of Fraud Prevention at a security firm with 11-50 employees

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“I would recommend Exterro. It seems to work just fine for the businesses that use


it on a daily basis. I think there is even a preservation mechanism in the tool that you can add on, but we just haven't implemented it. There are tons of other things that you can do with it. So yes, I would recommend it. I would say it's a good tool.

The biggest lesson I've learned is that the tool can handle a large volume of notifications and emails. It takes a lot of manual processes out, saves time, and lowers overall organizational risks. Those are just some of the highlights that I learned going in because, I'll admit, when we first started looking at vendors, I had never heard of Exterro at that time. I would say that those items kind of highlight what I've learned from Exterro.

Overall, on a scale from one to ten, I would give Exterro a rating of eight..”

Paolo Mitchell Perez

IT Analyst III at Federal Credit Union Bank

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“Exterro is very easy to use. For ease of use, students are the best use case because they are actually coming in without any experience using any other tools when it comes to digital forensics. In terms of usability, usually students find having a learning curve at the very beginning, but just a few guidance tips or guidance here and there would help. I find it that it's intuitive compared to other tools on the market, which is why it is always the first tool that I introduce to them. Once students get past the initial complexity, they actually start to appreciate what the tool offers.

“As for integrations, I feel that FTK fits naturally into the broader forensics workflow. Especially coming in from FTK Imager, you're able to get different image types, which down the line can be integrated into or can be used with multiple tools out there. It actually complements other tools in the field, such as Cellebrite, Magnet, and Autopsy, and that is why I actually use it.

“I go ahead and use exam scores. Comparing lab scores versus exam scores, I

usually give several labs. You would actually see labs that are being done on FTK Imager or the very starting labs getting much higher scores because of the ease of use, and it is such a foundational tool that is really important to be introduced to students early on and doesn't really have a very high learning curve compared to other tools. If you look at the lab scores and compare them to the lab scores of labs that require students to use other tools, you'll see quite a difference with FTK, with the labs using FTK Imager or FTK Toolkit having higher scores from students.

“Exterro is a really good tool if you're starting out or just learning the foundational aspect of digital forensics. I think it's a solid introduction to digital forensics as a whole. Even using FTK Imager, it's a really reliable product for a free product. I think it would really solidify your digital forensic process, and I think it should be a mandatory tool that organizations actually use because it provides a lot of features that can be really helpful for day-to-day investigations. This review received a rating of eight out of ten..”

Verified user

Assistant Professor of Cybersecurity and Digital Forensics at a university with 1,001-5,000 employees

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Top Industries

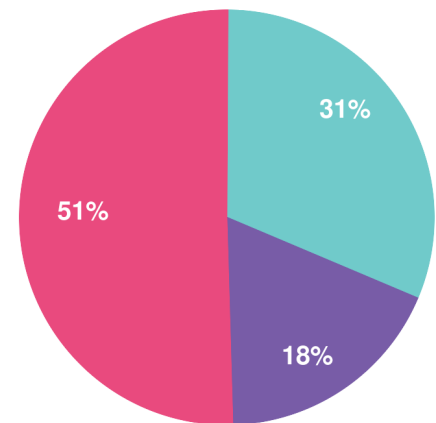
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Company Size

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Large Enterprise Midsized Enterprise Small Business

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