

Cedros Authority Information System: c.-AIS

Administration and processing of authority inquiries

Telephony Operators and Internet Service Providers are bound to supply law enforcement authorities with access to customer and connection data records on request as required by national law and the Data Retention Directive of the European Union.

c.-AIS is highly efficient and offers a fast ROI. It is prepared to support operators responding to challenging EU Data Retention Directive requirements.

The complex process of responding to requests and supplying the requested information nowadays is resource intensive and requires data retrieval from different back-end systems. Media disruptions have a big impact on the process. Operators have to comply with strict turnover times and can charge the requesting authority only with parts of the costs.

Capacity

- One Front-End for the user
- Interfaces to existing systems
- Fax-Integration (in-/outbound)
- ESB-Integration (XML interface)
- Email encryption (PGP)
- Periodic Future Reports
- Modular Structure

c.-AIS combines ground-breaking ideas with enhanced service concepts and cost optimizations. Supporting all required in/outbound channels allows integration of several law enforcement agencies.

Automated data retrieval, report formatting and invoicing eliminates time consuming manual activities and frees resources. Integrated security model, logging and case history enables to comply with legal requirements.

c.-AIS highly optimizes the overall process within one single application on IBM/Lotus Domino platform. This provides a continuous workflow without any media disruptions.

The system receives requests by fax, mail, email or ESB (electronic interface) and automatically authorizes the sender. Telephony Operator employees only need to approve the request by checking the attached warrant signed by a judge and can then submit it for background processing.

c.-AIS validates the input and automatically retrieves all required information from integrated back-end systems.

c.-AIS also works periodically, e.g. for call data records to be reported in future. All requested information is collected; reports are created and sent back to the requesting agency. Invoicing is handled automatically.

c.-AIS drastically reduces the processing overhead and costs especially with a growing number of requests.

Key Benefits

- Uniform User Interface
- Different in/output channels
- Automation of data procurement
- Automated production of replies
- Automation of accounting
- Complete case history
- High efficiency and fast ROI

c.-AIS - Operation

Request

- Authority submits a request (including Legal decision)
- Requests are received by fax, email, ESB or directly from web-front-end
- Different input channels for priority control

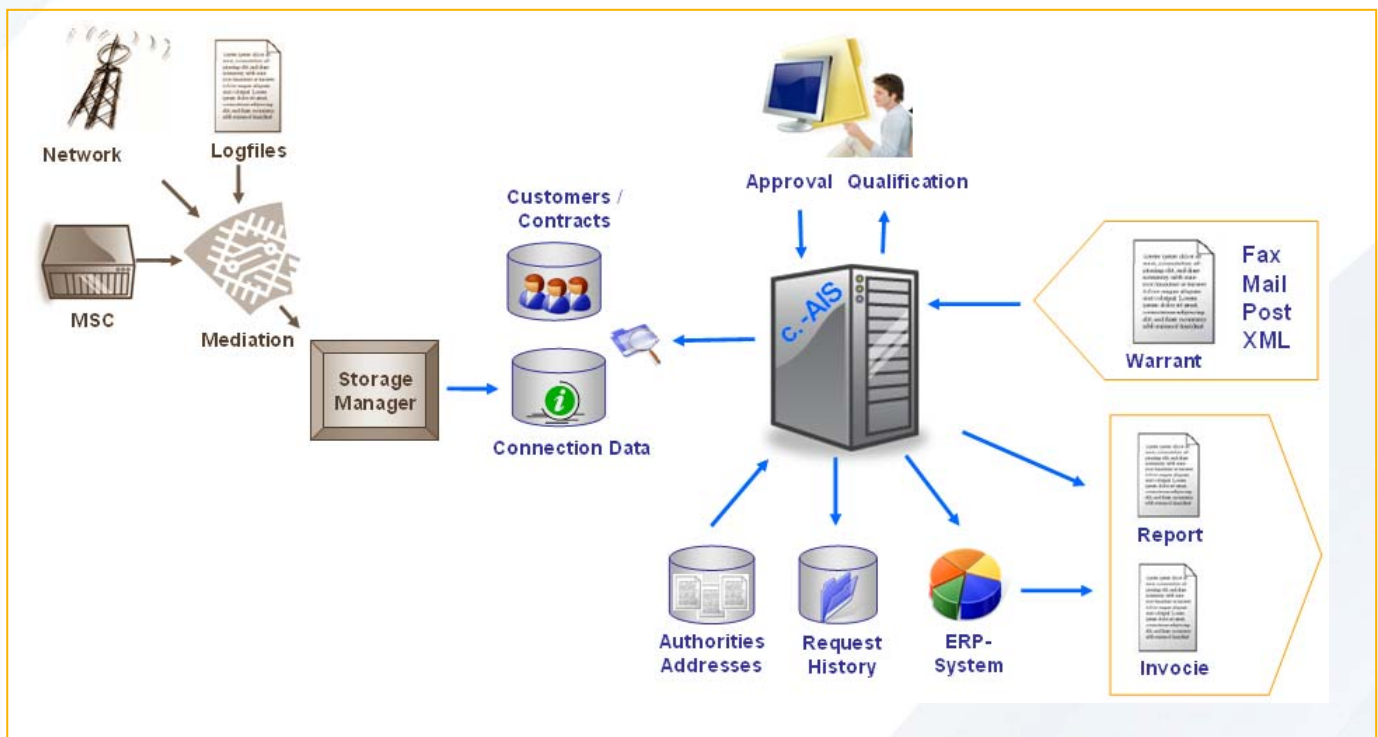
Processing

- c.-AIS generates a new case
- Qualification of the request:
 - Verification of submitter
 - Check of legal basis
 - Completion of missing data
- Request is released for background processing
- Data will be collected from relevant Backend-Systems

Output

- Automatic or manual preparation of reply
- Dispatch via fax/email/disk
- Invoice data is submitted to accounting system, i.e. to SAP
- Payment process is monitored
- Archiving of the complete case including all attached documents

Efficient processing of authority requests



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System Requirements:

- IBM/Lotus Domino R5..8
- IBM/Lotus Notes Version 6..7 or Microsoft Internet Explorer Version 6/7
- Fax Gateway with Domino-Integration