

DELIVERING JUSTICE: HOW AN INTERNATIONAL POSTAL SERVICE REVOLUTIONISED INVESTIGATIONS WITH DETEGO

THE BACKGROUND

An international postal service* that processes millions of mail items on a daily basis was encountering substantial hurdles in tackling postal fraud and maintaining data security. Faced with the increasing complexity of cybercrime and the overwhelming volume of digital data and devices requiring analysis, the organisation recognised that its current investigative resources were insufficient for effectively investigating instances of fraud, data breaches and misconduct.

The service's primary objectives were to enhance its capacity to rapidly investigate incidents, improve the security of its digital infrastructure and support its legal teams with forensically sound digital evidence. It was apparent that the service needed a comprehensive solution that could streamline the extraction and analysis of vast amounts of digital data, and expedite the investigative process.

*This case study was anonymised due to the sensitive nature of the investigations carried out by the customer.

THE SOLUTION

The postal service partnered with Detego Global to implement an advanced suite of digital forensics tools tailored to meet its specific needs. The Detego Unified Digital Forensics Platform was chosen for its record-setting data-acquisition capabilities, AI-powered analytics, workflow automation and user-friendly interface.

The implementation involved detailed training sessions for investigative teams, ensuring that technical and non-technical personnel could utilise the platform effectively in various investigative scenarios, from field operations to lab analysis.

THE RESULT

Introducing the Detego Unified Digital Forensics Platform revolutionised the postal service's approach to digital investigations. It dramatically enhanced investigative efficiency, cut data-processing times by more than 50% and facilitated swifter case resolution. Globally patented tools such as Ballistic Imager helped teams securely capture data up to eight times faster than traditional methods. At the same time, Detego's advanced triage capabilities enabled the swift identification of devices linked to criminal activity.

AI-powered tools within the platform significantly improved the precision of evidence identification, empowering investigators to efficiently search through vast amounts of data and uncover essential evidence, hidden connections and patterns in minutes. Additionally, the platform bolstered the postal service's defences against cybersecurity threats, ensuring the protection of customer data and the integrity of operational systems.

Detego's capabilities in generating detailed, court-ready reports became instrumental in prosecuting postal-related offences. The deployment of Detego Global's cutting-edge technology not only surmounted existing investigative hurdles but also delivered a scalable framework to tackle future security challenges.

