Investigative Technology

Analysis and insight to support active investigations.

Technology Brief

Actionable Intelligence for Investigators

GTL's suite of innovative investigative technology solutions gives correctional facilities the right tools to maintain security, thwart potential crimes, and aid investigations.

Proprietary, field-tested technology — designed with input from leading investigators — can help facility staff get their jobs done faster and more accurately than ever before.

GTL's solutions allow corrections officers and investigators to accomplish the following:

- **Mine mountains of raw, uncorrelated data.**
- **Create actionable intelligence for investigative staff.**
- **Reveal previously hidden activities.**
- **Identify incriminating calls and related activities.**

Data Analysis

Spearheading the IQ family of investigative solutions is **GTL Data IQ®**, a "big data" analytical software solution designed to transform raw data into actionable intelligence to combat fraud and other criminal activity. GTL Data IQ is built to seamlessly interface with GTL's entire suite of investigative technologies, as well as our inmate telephone platform and other GTL and third-party systems.

- **Consolidate various data sets and easily manage the sheer volume of data collected.**
- **Visually analyze data in ways that enable proactive pattern discovery, all in a single, easy-to-use and customizable user interface.**
- **Isolate all inmate "touch points" with the outside — telephone calls, video visitation sessions, in-person visitation sessions, commissary deposits, financial transactions, and more.**
- **Uncover linkages between telephone numbers, networks, and people to reveal evidence of ongoing criminal or gang activities.**

GTL Data IQ is a powerful tool for investigators and is the gold-standard investigative solution for correctional facilities. Doing more than just helping to find a needle in a haystack, GTL Data IQ applies an intelligent structure to the entire haystack so that the needle almost reveals itself.

Call & Voice Analysis

Voice IQ® — GTL's voice analysis technology — quickly and accurately identifies biometric voiceprints for every call originating out of a correctional facility. Changes in tone, timbre, and other biometric features identify "passed" calls and flag them in real time.

- **Thwart phone swapping by both inmate and called parties.**
- **Eliminate search and listening time for calls related to inmate phone fraud.**
- **Record calls in distinct channels so that both the inmate and called party sides of the conversation are available for review together or separately.**
- **Receive real-time speaker-change alerts.**

Voice IQ is a powerful tool for investigators to identify speaker change events, greatly helping investigators find the one call among thousands.

Called Party IQ® works in real time to identify and monitor communications between multiple inmates in the same facility or across several facilities during a single timeframe, helping to prevent coordination of illegal activity. Called Party IQ is a powerful tool for investigators building a case or searching for criminal activity.

- **Makes investigative efforts more effective, efficient, and timely through real-time operation.**
- **Detects when multiple inmates call the same number at the same time from a single facility or multiple GTL-served facilities.**
- **Allows corrections staff to flag a call, play a warning message for inmates, disconnect, or block the call based on specific investigative needs.**
- **Sends notifications via email, as text alerts, or as onscreen visual indicators to alert facility staff when the system detects suspicious calls.**

Call IQ® provides highly customizable search features to conduct comprehensive, targeted searches of inmate call recordings — secured by both a password and confirmation. Call IQ helps investigators and corrections officials more easily and efficiently identify criminal behavior, reduce crime, address witness harassment, and stifle gang activity.

- **Monitors every call, generates transcripts, and detects key words and phrases — including street terminology — allowing investigators to efficiently conduct audio searches.**
- **Produces transcripts after call completion with on-demand availability to corrections officers.**
- **Utilizes both phonetics and speech-to-text technology providing the ability to capture and present users with a "word cloud" showing new phrases being used within their population.**
- **Measures emotion so an investigator can look for calls that start or end at a threshold of emotion (e.g., a happy tone versus a stressed tone).**

Location IQ® allows correctional officials to geo-locate the recipient of inmate calls, which is especially useful in the context of gang or terrorist activity or when dealing with other security threats.

- **Works with the most popular cellular carriers.**
- **Allows staff to whitelist numbers when creating a block fence, ensuring confidential informants can still reach their handlers even if they are inside a blocked geo-fence.**
- **Displays icons of phones within a geo-fence and the addresses of the phone locations when accepting a call from an inmate.**

Other Services

GTL's investigative technologies also support a robust suite of administrative features.

Report Builder gives investigators the power to create search queries for multiple inmates in a single search, multiple called numbers in a single search, or any combination of the two in a single search. This powerful tool also allows "many-to-many" searches, such as for large lists of staff or volunteers, to evaluate if any list of inmates — such as those who have failed drug tests — have called anyone on the list of staff or volunteers. The system also saves each query, allowing investigators to run a custom report at their convenience and saving valuable time. What used to take authorities hours now takes seconds, maximizing efficiencies in all aspects of law enforcement.

Mobile device access allows investigators to securely access call records and recordings remotely through tablets, smartphones, or other mobile devices. This helps investigators perform their duties or administrative functions when they are out of the office. Our system detects a user's mobile device type and plays recordings back in the correct format. Investigators can also access virtually any other feature remotely, regardless of the make and model of their device.

Outside law enforcement can be granted remote access to our investigative technology, enabling them to proactively address outside criminal activity while corrections officers maintain a safer, more secure facility. Prison staff and other law enforcement officials can easily monitor and track activities that may require real-time investigation instead of spending their valuable time sifting through huge amounts of raw data.

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