

NUIX EMPOWERS GUERNSEY LAW ENFORCEMENT CRACKDOWN ON FINANCIAL CRIMES

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Detective Inspector Andy Domaille
Head of the Computer Crimes Unit
Guernsey Police

SUMMARY

The Bailiwick of Guernsey has become a key transit point for global financial transactions. Effectively policing the financial services industry requires broad visibility into and rapid analysis of massive volumes of digital evidence including emails, databases and files. As the volume of data involved in fraud cases became too complex for conventional tools, Guernsey Police and the Guernsey Border Agency turned to Nuix Investigator Lab to keep up. Choosing Nuix meant the law enforcement agencies could:

- Combine multiple evidence sources for correlation, analysis and collaborative investigation.
- Identify hidden relationships across data sets with intelligence extraction capabilities.
- Enable investigators and external subject matter experts to analyze, review and collaborate on digital evidence.
- Receive strong support from Nuix to expand their forensic capabilities in response to the changing needs of live investigations.

CHALLENGE

The Guernsey Border Agency and Guernsey Police work together on the front line of law enforcement in the Bailiwick of Guernsey. This UK crown dependency in the English Channel has just 65,000 residents but hosts a significant financial services industry that constitutes one-third of its economy.

Guernsey Border Agency’s mandate includes border protection, cross-border crime enforcement capabilities and investigating money laundering offences. Guernsey Police investigates fraud and other island-based financial crimes. The police force has had high-tech crime investigative capabilities since the late 1990s and formed a dedicated Computer Crimes Unit in 2009.

“The proceeds of corruption, money laundering, and fraud are a big concern for us as they are in many other financial jurisdictions,” said Detective Inspector Andy Domaille, Head of the Computer Crimes Unit with the Guernsey Police. “We have to ensure we’re using the laws, skill sets and tools that are available to us to make sure that the world at large sees that we take financial crime seriously.”

With the volume of data involved in such crimes increasing exponentially, traditional enforcement methods were struggling to keep up. Existing tools for searching digital evidence were designed to operate on individual computers. They offered little help consolidating and analyzing information that, in financial crimes, is often spread across dozens or hundreds of computers from all over the world.

“We were dealing with international companies with operations around the globe, and had to try and prove a case based on emails, documents, server contents,” Domaille said. “None of our existing tools were up to the job, so we began looking into ways to deal with it.”

SOLUTION

Guernsey Police and the Guernsey Border Agency approached Nuix, a leader in electronic investigation, eDiscovery and information governance software, to find out whether its tools might help with its increasingly complex digital investigations.

Early demonstrations made it clear that Nuix Investigator Lab could easily handle the varied types of data facing the investigators. In addition, it could provide the top-down view that was essential in discovering often carefully hidden relationships between investigated entities.

The agencies installed Nuix Investigator Lab in June 2012, with a licence for eight cores and five reviewers. In the first use of Nuix Investigator, Guernsey Police consolidated more than a terabyte of data from 38 different exhibits sourced from four different jurisdictions around the globe. Computer Crimes Unit staff then began indexing and analyzing the data.

Guernsey Police and Guernsey Border Agency worked closely with Nuix to refine the data environment. Nuix provided technical and procedural guidance as well as customer training, operational support and rapid turnaround of code fixes as investigators encountered new types of data.

“The Nuix team have been absolutely superb, and I take my hat off to Nuix for solving any problems,” Domaille said. “It was a big learning curve for us initially, but we eventually culled the data to exclude immaterial items such as system files—and soon we had found our smoking gun.”

ABOUT GUERNSEY POLICE AND THE GUERNSEY BORDER AGENCY

Established in 1853 as the St Peter Port Police, the Guernsey Police's 150 officers patrol the Bailiwick of Guernsey, supported by a 50-strong administrative team. Its Commercial Fraud department is the local office of Interpol and investigates all manner of financial crimes. The Guernsey Border Agency plays a principal role in delivering the Bailiwick's strategies to tackle, drug trafficking, financial crime, money laundering, serious and organized smuggling and illegal immigration.

ABOUT NUIX

Nuix enables people to make fact-based decisions from unstructured data. The patented Nuix Engine makes small work of large and complex human-generated data sets. Organizations around the world turn to Nuix software when they need fast, accurate answers for digital investigation, cybersecurity, eDiscovery, information governance, email migration, privacy and more.

RESULTS

Investing in Nuix technology has equipped the Guernsey Border Agency and Guernsey Police with the tools to successfully collect, organize and investigate a broad range of digital data that would otherwise have been too unwieldy for non-technical staff to manage. This, in turn, has helped the authorities maintain the integrity of Guernsey's financial services industry.

A consolidated view of the evidence

Using Nuix, the law enforcement agencies can assemble files from a broad range of different sources—computers, hard drives, smart phones, memory cards and others—and organize them into timelines. They can then corroborate documents to real-world actions to paint an accurate timeline of the lifecycle of digital documents.

Collaborating with external partners

Using Nuix has allowed for a truly collaborative investigation environment. The Computer Crimes Unit has been able to bring investigators and external subject matter experts such as lawyers closer to the evidence. This means the people with the greatest expertise and case knowledge can organize, analyze and identify anomalies in the available data.

The Nuix platform has also helped Guernsey Police and Guernsey Border Agency comply with requests from overseas authorities under mutual legal assistance treaties. These treaties are often called upon in financial investigations, which frequently span multiple countries and legal jurisdictions.

“The long-term plan, where possible, is to share data with as many overseas institutions as possible in Nuix format,” Domaille explained.

Insight begets more insight

The Computer Crimes Unit team quickly learned that Nuix's potential was far more significant than they had initially assumed. Employees were using the tool in ways they were used to. Once Nuix provided scheduled training, they quickly realized that a content-based forensic triage approach would completely change the way they dealt with digital evidence.

“It's an understatement to say we didn't use it to its full capabilities,” Domaille said. “Within the first day of formal training, we realized we had been driving a Ferrari but using diesel fuel and cross-ply tyres instead of high-octane fuel and low-profile radials.

“The Nuix guys helped us every step of the way, ensuring that we will be able to continue tapping into the platform's capabilities—and finally keep up with the flood of data that comprises modern financial crimes investigations.

“I am quite excited about some of the new forensic capabilities I have seen, including the ability to create an integrated workflow with the C4P (Categorizer for Pictures) application.”