

Finding a Solution to Efficiently Meet Legal Compliance Obligations

KEY FACTS AT A GLANCE

Customer: A leading cell phone communications service provider.

Challenge: Determine whether to use Neustar Legal Compliance Services or make considerable in-house capital and talent investments to keep up with evolving services and technologies.

Solution: Selected Neustar as their Trusted Third Party agent to receive and process law enforcement, civil and Public Safety Answering Point (PSAP) requests on their behalf.

Results: Non-urgent law enforcement requests are processed in three to seven days on average (versus the industry average of two to three weeks). The provider's engineering and compliance employees can now focus on how evolving services and technologies affect legal compliance, and not on managing employees and processing LEA requests.

Like other communications service providers (CSPs), this provider receives an increasing number of law enforcement requests for subscriber information. Responding to legal process is important and necessary, but processing subpoenas and court orders and delivering the information is typically not a core competency for providers. Nor does it generate revenue to cover the expenses of the CSP's legal compliance department.

The in-house compliance team manually processed requests from law enforcement agencies (LEAs). Manual processing was labor intensive, time consuming and left room for human interpretation, questions, mistakes and delays.

A Feasible Solution

The CSP weighed the business and operational benefits of using Neustar Legal Compliance Services versus continuing to perform the services in-house. They factored in the ongoing capital and talent investments required to maintain their in-house department.

"Neustar has a fully dedicated team that specializes in legal compliance," said the provider's subpoena compliance manager. "They have the expertise in terms of technology, methodology and ongoing investment to provide services faster, better, cheaper and smarter, so it made business sense to have Neustar provide these services."

Neustar as Agent of Record for Legal Process

Neustar provides the CSP with a dedicated legal compliance practice that is staffed with certified paralegals and certified network engineers who are specially trained on legal processes.

The industry standard turnaround time for non-urgent administrative LEA requests is two to three weeks. With Neustar, the CSP's responses are now routinely delivered between three and seven days.

"Our in-house performance was acceptable, but Neustar has far exceeded our expectations," the manager said. "We didn't anticipate a standard response time of less than a week."

“It didn’t make sense to continue investing in a solution when Neustar had a dedicated practice in place.”

“In general, I am not a fan of out-sourcing because it introduces a middle-man between us and our customer, but it is a challenge to make the capital or talent investments for services that are not core to our business when Neustar has the expertise in place and is making those investments.”

Automation Improves Speed and Accuracy

Neustar is in the process of developing compliance industry solutions, such as an automated portal solution for LEAs to enter and submit legal requests to Neustar, who receives, processes and responds on behalf of the CSP. An electronic cover sheet will be generated that will clearly identify the information or access that is being requested.

“Building the portal is an example of an investment that would not be feasible for us to make on our own,” the manager said. “It made good business sense for us to leverage the technology, expertise, resources and relationships that Neustar already has in place.”

Kudos from the LEA Community

In just over six months, in terms of increased turnaround time and customer satisfaction, the CSP reached a return on their investment by using Neustar Legal Compliance Services for records production and lawful intercept. The response time has greatly improved and the CSP receives regular compliments from the law enforcement and government communities.

“We have an improved image with LEAs,” noted the manager. “They often send us updates and thank-you emails, but they are now telling us how well our system and processes are working and that they are glad we are working with Neustar.”

More Time for Engineering

The engineering staff now has time to focus their efforts on how evolving technology may affect legal compliance and not on processing requests. Engineers are able to spend more time working with the engineering and operations departments to understand how new technologies and services impact compliance services, such as the expansion into 4G LTE and the introduction of new services.

“Legal compliance laws have not substantially changed in the last ten years, but technology is constantly evolving,” the manager noted. “I can now focus on how technology changes affect the information flowing on our networks. As new technologies and services are introduced, I have to ask, “Does this change the information we have, and if so, how do we comply with requests by LEAs?”

About Neustar

Neustar, Inc., (NYSE: NSR) is a trusted, neutral provider of real-time information and analysis to the Internet, telecommunications, information services, financial services, retail, media and advertising sectors. Neustar applies its advanced, secure technologies in location, identification, and evaluation to help its customers promote and protect their businesses. More information is available at www.neustar.biz.