

Leading UK Government Agency implements VoIP Recording Solution

One of the UK's leading law enforcement agencies has secured several key convictions through the use of a Legal Intercept recording solution from UK manufacturers Ultra Electronics AudioSoft.

Background

In 2006 a leading UK government agency approached digital recording specialists AudioSoft with a requirement for a Voice over Internet Protocol (VoIP) Legal Intercept System recording solution.

Under current UK legislation*, telecoms service providers in the UK are required to facilitate legal interception capabilities inside their networks. As these providers migrate from a traditional switched circuit network (SCN) to a packet based network (PBN), the complexity of meeting this requirement has increased.

The government agency required a solution that would record only the media streams of warranted calls/sessions. They needed to extract voice media from RTP** sessions and store the media in its compressed form along with associated call related information.



The agency required a trusted relationship with a recording supplier that would be flexible in their approach. They also needed the VoIP recording solution to fully integrate with other operational systems. As well as fulfilling these and other rigorous requirements, the successful voice recording supplier needed to have all the requisite site and personnel security clearances.

► Improved capability

AudioSoft's VoIP recording solution provides a SQL Server database of target numbers that permits authorised users to dynamically task or remove warranted numbers. On intercepting a call setup, the database is interrogated and only warranted calls are recorded.

► Improved scalability

AudioSoft's architecture is scaleable allowing the solution to meet different LEA requirements, dependent upon the number of subscribers on the network.

AudioSoft is a member of the Cisco IVT programme and has an ongoing IP development programme that began in 2001.

The AudioSoft solution for the UK agency is capable of handling 100,000 busy hour call attempts (BHCA). This equates to a call setup rate of approximately 28 setups per second but can be scaled to 833 setups per second.

► Improved reliability

AudioSoft's VoIP Lawful Intercept solution is based around tried, tested and proven digital recording and replay solutions. Recording capabilities include standalone systems, client/server architecture and a web based suite of services covering health monitoring, alarming, administration, configuration, control and web based replay.

► Improved future

The UK government agency is now working with AudioSoft towards an integrated audio analytics system.

This will increase their operational capability by prioritising calls based on language and key words.

* including the Regulation of Investigatory Powers Act 2000 (RIPA), ** Real-time Transport Protocol