



DRS

DATA RETENTION SUITE

CARRIER-GRADE TELECOM DATA RETENTION

utimaco[®]

*„Our solutions create trust to protect
people and ideas in the digital world“*

Over 300 Deployments in 90 Countries.



Data Retention

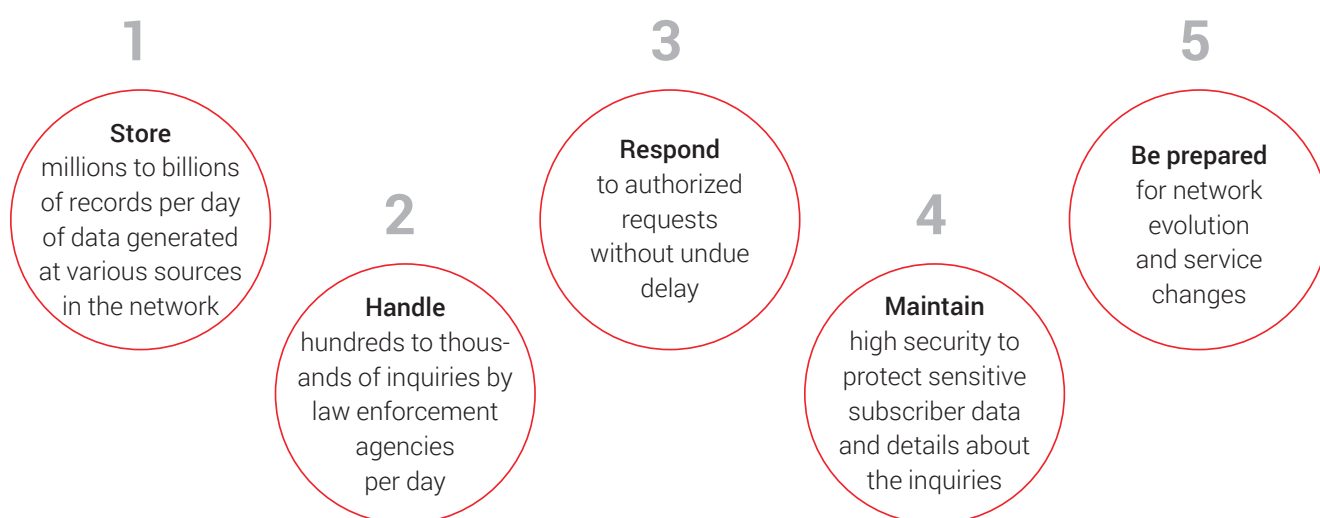
Data Retention has become a buzzword in intense debates between data protectors and law makers over the last few years. It refers to the process of storing communication records and subscriber data for various telecommunication services for a period of several months and years. Law enforcement agencies and intelligence services regard the access to retained telecom data as an important pillar of criminal investigation and the prevention of terrorism. The common objective is to use the data to identify and trace suspects, uncover social networks among terrorists, or to collect admissible evidence for court proceedings.

Many countries around the world have passed laws that stipulate the authority of police and intelligence agencies and the responsibility of service providers. Typically telecom operators and Internet service providers are requested to retain call records, Internet connection records, E-Mail logs and subscriber data for a period between six to twenty-four months. They have to respond to authorized inquiries by law enforcement agencies without undue delay and report the retained data of a suspect.

For telecom operators and ISPs this means they need to make an additional investment in support systems that enable them to comply with these data retention laws. Clearly, it is not sufficient to simply extend the retention period of billing records as the laws and regulations require additional details and demand strongest data protection. Depending on the size and type of operator there are millions to billions of records to be retained every day and operators must be prepared to respond to hundreds to thousands of inquiries per day.

Utimaco has addressed these needs and challenges with the introduction of a purpose-built solution for telecom data retention: the Utimaco DRS. This system is based on the experience and technology of our world-leading lawful interception system, the Utimaco LIMS, which is deployed among telecom operators in more than 90 countries around the world.

Challenges for Operators



Utimaco DRS

A carrier-grade data retention solution

The Utimaco DRS (Data Retention Suite) has been designed as a carrier-grade system to enable fast and secure access to retained data by authorized agencies. It enables network operators and Internet service providers to easily comply with recent telecom regulations for data retention.

System architecture

The Data Retention Suite consists of a set of software modules that run on Dell® OEM servers with Red Hat® Enterprise Linux. The frontend component, the DRS Management Server, enables user-friendly access to all administrator and operator functions via a secured web

application. It also provides electronic interfaces to law enforcement agencies via fax, E-Mail, or IP interfaces. The backend components of the Utimaco DRS include the DRS Backend Server, one or many DRS Collection Devices, and a powerful data warehouse optimized for rapid search and big data analysis. The DRS Backend Server is the core of the entire system as it implements the business logic encapsulated in a well protected server. The DRS Collection Devices provide the service- and vendor-specific interfaces to the various network nodes that generate CDR records and keep communications data and subscriber data.

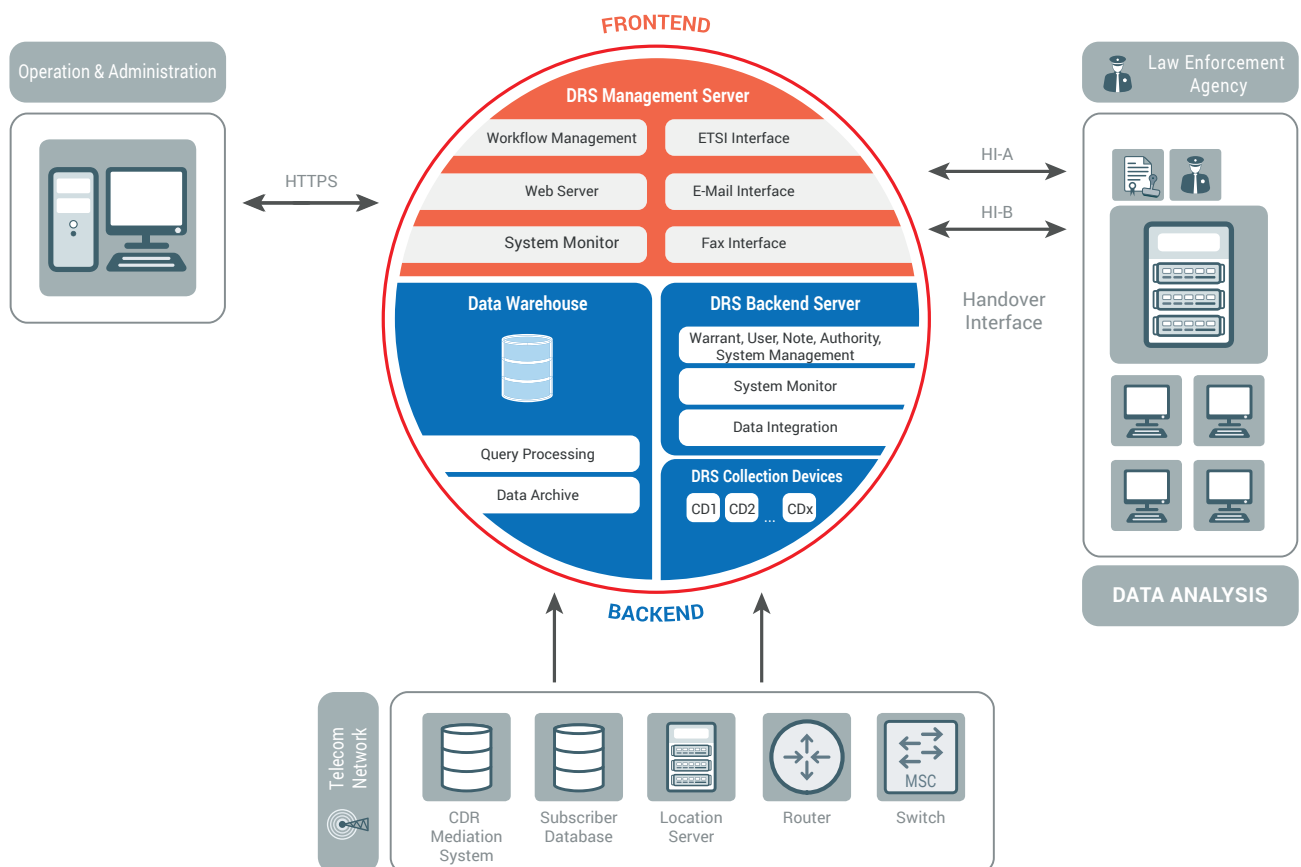


Figure 2:
Architecture of the
Utimaco DRS

Key features

- Collects communications data (CDR, IPDR) and subscriber data from any telecommunications network
- Retains large amounts of data in a powerful and secure data warehouse
- Provides very fast search and analytics in billions of data records
- Automates request processing and reports search results over secured interfaces

The Utimaco DRS addresses all aspects of telecom data retention and has been designed to provide the following benefits to network operators, service providers, and law enforcement agencies:

Benefits

Cost-efficiency

- The Utimaco DRS minimizes operational costs by automating warrant management and electronic delivery of search results.
- Broadly-available servers deliver optimal price-performance ratio for telecom operators of any size.
- Multi-tenancy support reduces capital expenses for multi-provider and multi-country networks and enables outsourced business models.
- The state-of-the-art data warehouse architecture compresses all retained data and thus minimizes storage costs and enhances search performance.
- One-stop shopping – Utimaco delivers a full turn-key solution with all required hardware, software and services.
- The Utimaco DRS has been designed for seamless integration into existing networks, making use of available CDR mediation systems and customer databases.

Compliance

- The Utimaco DRS is a purpose-built solution that reduces the risk of non-compliance to data retention obligations.
- Highest security standards guarantee data protection and prevent misuse by unauthorized persons.
- Automated workflows help operators balance between data protection laws and obligations to disclose sensitive data to authorized agencies.

- The Utimaco DRS enables operators to handle thousands of requests per day and is fully compliant with the latest ETSI standards for retained data.

Reliability

- The Utimaco DRS is a future-proof investment that is continuously being improved in accordance with the latest regulatory requirements.
- The modular architecture of the Utimaco DRS's solution facilitates technology changes in the telecom network at predictable costs.
- The Utimaco DRS enables full retention of telephony, E-Mail, Internet access, and subscriber data and can be extended for other communication services or by data from other sources, such as financial transaction systems or toll systems.
- Server redundancy, RAID storage, and process monitoring are integral concepts to maximize service availability and to prevent data loss.
- The Utimaco DRS can scale with data volumes from a few million to billions of data records and customers can easily extend their installation as capacity and performance needs grow.
- Utimaco has over 20 years of experience in lawful interception and has proven technologies that have been developed for the Utimaco Lawful Interception Management System.

Seamless System Integration

Rather than replacing existing equipment, the Utimaco DRS has been optimized for seamless integration into existing OSS/BSS infrastructures, thereby reducing total cost of ownership. The solution supports different methods and data formats to extract, transform and load data from the various sources in the network.

Import to the data warehouse

Data generated by networks nodes can be loaded into the Utimaco DRS internal data warehouse at a very high speed. The system simultaneously supports multiple data sources for telephone calls, messages, E-Mail and Internet connection logs. Other services can be added on request.

During the data acquisition process all data are filtered, integrated, and normalized to a uniform data format before they are stored in the encrypted database. The organization of the data in the DRS data warehouse differs significantly from common relational databases. DRS arranges the data by column rather than by line, which in effect means that all tables are automatically indexed, but without the overhead (storage, management and tuning) that is associated with traditional approaches to indexing. Columnar storage also means that much more effective compression algorithms can be applied to the data so that storage requirements are reduced even further. As

a result of these and other features, query performance will on average improve by several orders of magnitude when compared to row-based database solutions.

The purpose-built data organization in the Utimaco DRS further removes the need for a multi-tier archive with different partitions for fast access and long-term storage. With the DRS all data records can be kept in one archive while providing average query times of just a few seconds even for complex searches in billions of records.

Online access to databases

When certain data to be retained are already available in databases or in information systems of the network operator, and can be accessed via common application interfaces, these data do not necessarily need to be copied into the DRS data warehouse. Instead the system can be configured for online access at query time. This approach avoids redundant data keeping and reduces costs. Law enforcement agencies can connect to Utimaco DRS systems in various ways depending on the technical capabilities and configurations and on national regulations.

There are various options for the exchange of data requests and reports, via files, E-Mail and web-based API's.



The Utimaco DRS system can be flexibly configured for different deployment options and business models. It can be installed and operated by a service provider who executes the search requests on behalf of an authorized law enforcement agency, or, alternatively it can be installed at a trusted third party with direct IP connections to the data sources.

One DRS management system can administer and segregate many different networks to enable managed service models, support MVNOs, and national DR solutions.

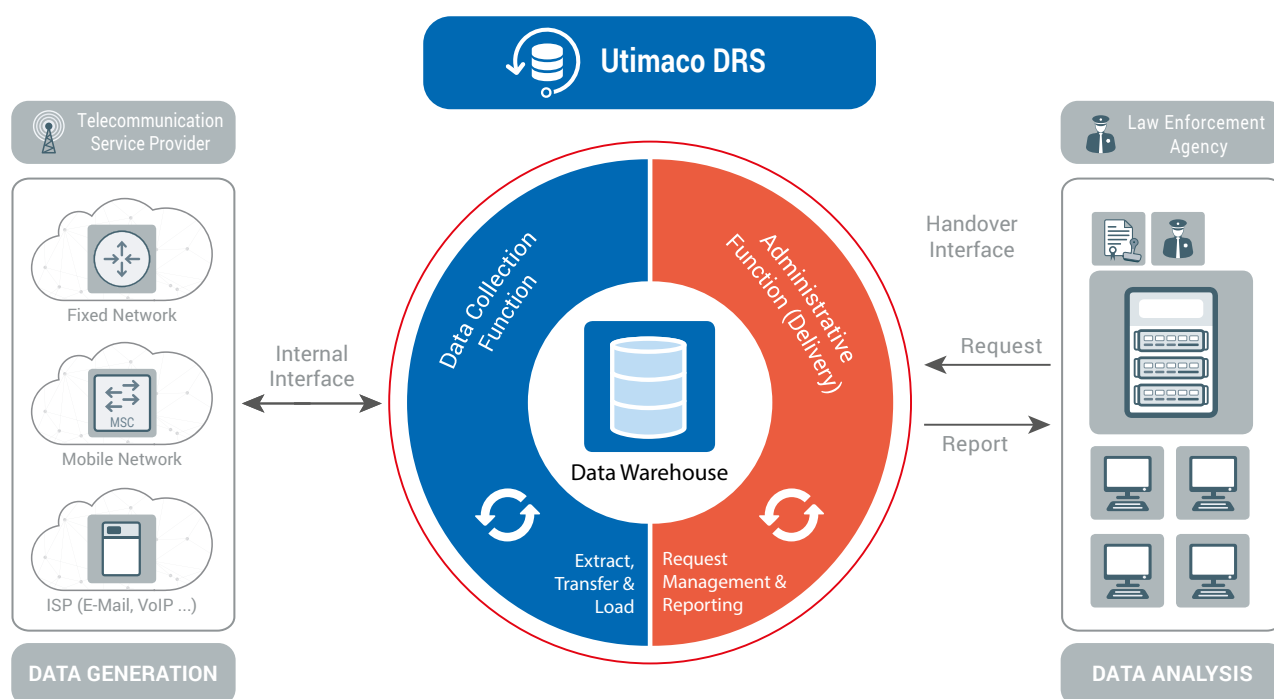


Figure 2:
Data Retention Functional Model

Data Analysis

While Utimaco DRS has been optimized for fast load and search, law enforcement agencies need additional means for visualizing and analyzing data. Only then connections, relationships, events, patterns and trends can be identified and turned into actionable intelligence. Such analysis and intelligence utilities allow investigators to represent information in different chart types, such as association charts and timeline charts.

For this purpose Utimaco DRS supports various export formats and interfaces. In the simplest case data are exported as csv files or xml files and then imported in other analysis products. As an alternative, DRS can directly

integrate with such analysis tools via the Utimaco RDI (Retained Data Interface). In this case data can be queried and loaded automatically from a 3rd party software, such as the IBM® i2® Analyst's Notebook® or other big data analytics software. Utimaco provides a purpose-built plugin for the IBM® i2® Analyst's Notebook® which gives investigators nearly the same query capabilities as on the DRS user interface. With this plugin investigators can gradually extend their analysis chart by adding data from DRS and other data sources. All DRS security features, such as access control, logging and encryption, are also available via the Utimaco RDI interface, so that company security policies can be maintained.

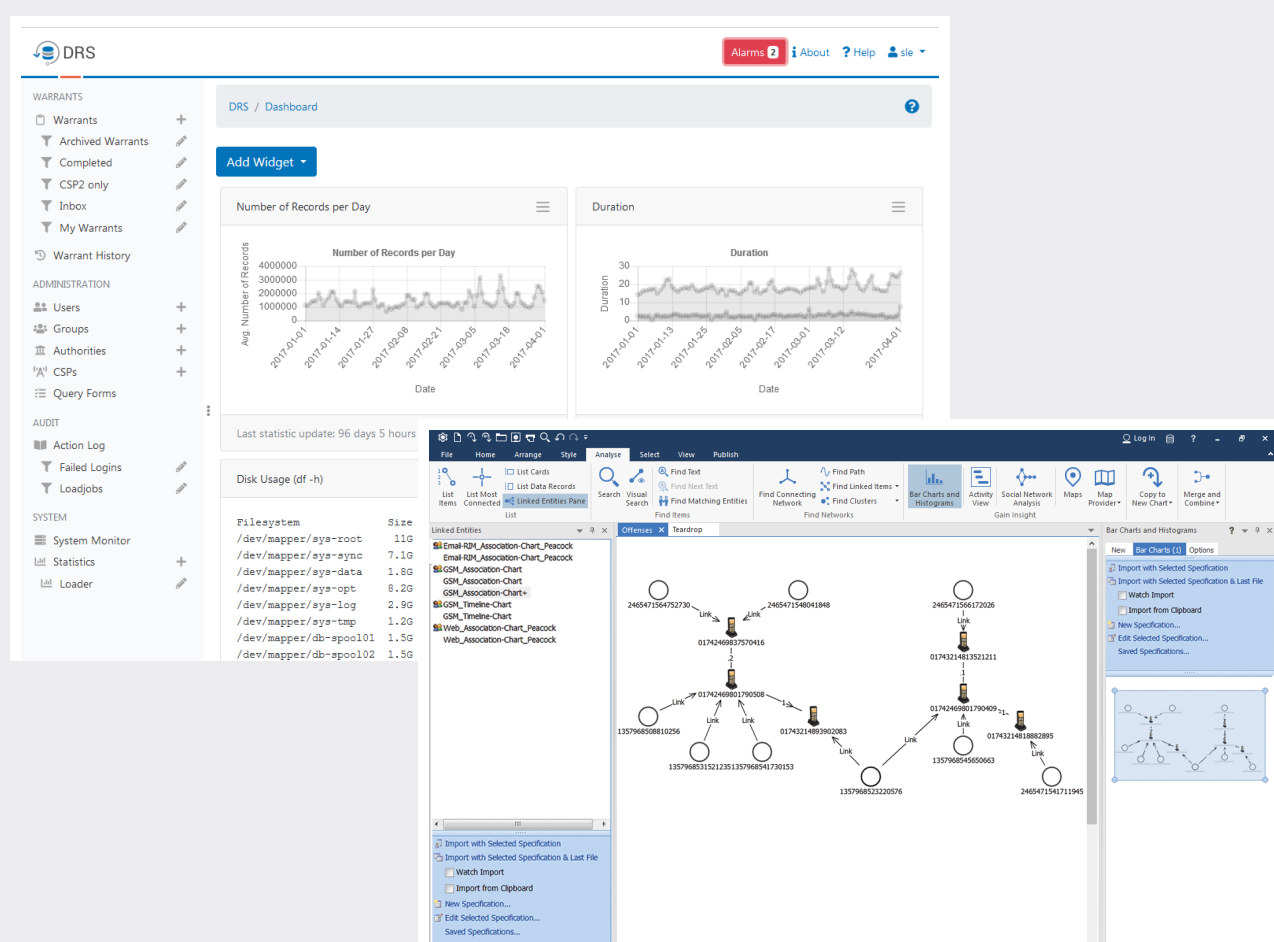


Figure 3:
Utimaco DRS and IBM® i2® Analyst's Notebook®

Utimaco DRS – Specifications

Features

- Collects communications data (CDR, IPDR) and subscriber data from any telecommunications network
- Retains large amounts of data in a powerful and secure data warehouse
- Provides very fast search and analytics in billions of data records
- Automates request processing and delivers data to authorized agencies by E-Mail, or secure IP interfaces

Highlights

▪ Seamless Integration

The Utimaco DRS has been designed for seamless integration into existing multi-vendor and multi-service networks. The solution can be customized easily to interface with CDR/IPDR systems, log files, subscriber databases, and other network nodes.

▪ Multi-tenancy

One Utimaco DRS system can be used to administer warrants and search requests for multiple network operators and service providers. The granular rights management system of Utimaco DRS can be configured to securely segregate between networks, users, and authorities and thus supports various business models like MVNO models, managed services, or cross-border service platforms.

▪ High Performance & Capacity

The Utimaco DRS has been optimized for simultaneous loading of big data volumes and fast query processing. The system can ingest several billion data records per day, supporting the transaction rates generated by large telecommunications networks with millions of subscribers. Average query results are returned in seconds not minutes.

▪ Strong Security

Comprehensive security features like role-based access control, encryption, and integrity checks prevent unauthorized access and manipulation of sensitive data during storage and handover. Full audit trails are maintained for all system and user events to provide full accountability for evidential quality.

▪ High-availability

Server redundancy, RAID data mirroring and real-time system monitoring are integral concepts of the Utimaco DRS to satisfy the highest availability demands and disaster resilience.

▪ Cost-efficiency

The Utimaco DRS runs on broadly available and cost-efficient x86 servers and uses standard SAS/SATA disks arranged in Redundant Disk Arrays. This together with excellent data compression rates keeps hardware expenses to the absolutely minimum.

▪ Data Analysis

Utimaco DRS easily integrates with 3rd party visualization and analysis tools such as IBM® i2® Analyst's Notebook®.

Specifications

- Dell® OEM servers
- Various configuration options from single server-appliances to multi-server clusters
- Integrated disk storage
- External SAN from 6TB to 2 PetaByte
- Red Hat® Enterprise Linux OS
- SAP IQ data warehouse
- CE marked, FCC compliant, ROHS

Services

- PSTN telephony
- Mobile telephony & data (GSM, UMTS, LTE, 5G, CDMA)
- Mobile Messaging (SMS, MMS)
- Internet Access (DSL, cable, Wimax, WLAN)
- VoIP, Push-to-Talk
- IP, CGNAT
- E-Mail, Webmail
- Subscriber data
- Other services and data sources on request

Continued on next page

Utimaco DRS – Specifications

Security

- Granular user rights management
- Remote access via https (password, certificate)
- Detailed audit trails
- Encrypted storage and handover
- Hardened operating system

Performance

- Loads up to one million records per second
- Average search performance: 5 sec per 1000 query results

Norms & Standards

- EU Directive 2006/24/EC
- ETSI TS 102 656
- ETSI TS 102 657

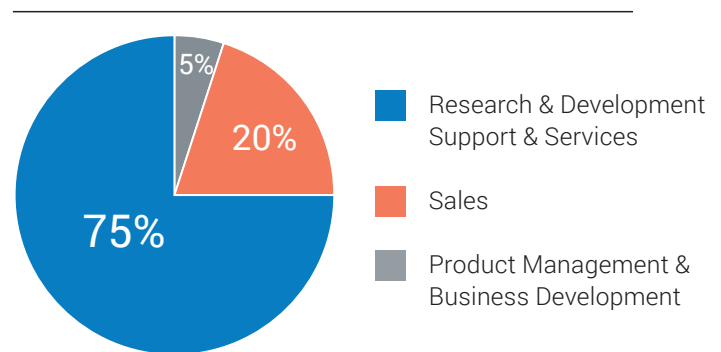
About Utimaco

Utimaco TS GmbH is a leading supplier of carrier-grade compliance solutions. Since 1994, Utimaco has been developing lawful interception and data retention systems for telecom operators and Internet service providers. With more than 300 deployments in over 90 countries, Utimaco is a true global supplier and market leader in Lawful Interception and Data Retention.

Utimaco is a member and supporter of international telecom standardization bodies and industry associations, such as, ETSI, 3GPP, ANSI/ATIS, GSMA. Customers and partners of Utimaco in all parts of the world trust the long-term proven reliability and investment protection, as well as the manifold certified IT-security standards. Utimaco stands for recognized product quality, user-friendly software, excellent support and trusted high-security, made in Germany.

A strong team

Utimaco LIMS and the Utimaco DRS have been developed by a team of telecom professionals with more than 25 years of working experience in this field. At Utimaco, about 75% of our professionals are exclusively involved in product development and customer service. The Utimaco team is committed to ongoing investment in product research and development to provide all of our customers with the very best-of-breed solutions. Utimaco TS GmbH is a member of the Utimaco group, a worldwide supplier of professional cybersecurity solutions, founded in 1983.



.... and a reliable partner

We build relationships with our partners that go far beyond the normal vendor-client relationship and are based on trust, honesty, reliability and openness. We provide products, support, and training that contribute significantly to the technical work and business prosperity of our partners and customers. We are responsive to the needs of our customers in product design, technical support, and customer service. We provide exceptional value and a level of personalized service that set a new standard in our industry – a standard with which our competitors must measure themselves. These are the reasons why many of the leading telecom operators and network vendors worldwide rely on products and solutions developed by Utimaco.

With global service and support

Utimaco understands that telecom compliance solutions are not simply about purchasing hardware and software – it's about implementing capabilities according to national legal requirements and operators' technical prerequisites.



Utimaco provides the services, support and resources that help you become compliant with these requirements while minimizing the costs and effort for installation and operation. With Utimaco's help, your staff can accomplish lawful interception while also keeping your service network

tuned for maximum performance and utilization. Utimaco provides worldwide expert consulting services, 24x7 technical assistance, online support, onsite training and installation services.



HEADQUARTER

📍 **Utimaco TS GmbH**
Germanusstrasse 4
52080 Aachen
Germany

☎ +49 0 241 - 16 96 0
✉ li-contact@utimaco.com

OFFICE UK

📍 **Utimaco TS UK Ltd.**
Cody Technology Park,
Old Ively Road,
GU14 0LX Farnborough
United Kingdom

✉ info@utimaco.co.uk

OFFICE ITALY

📍 **Utimaco TS S.R.L.**
Milano Fiori, Strada 6, Ed. A, Scala 13
20090 Assago (MI)
Italy

☎ +39 02 303 18 632
✉ info@utimaco.eu

FOR MORE INFORMATION ON THE UTIMACO® PRODUCTS PLEASE VISIT:

🌐 lims.utimaco.com