

Case Study

Law Enforcement Compliance



Client

Global e-Commerce Company



Challenge

Experienced a significant increase in law enforcement request volumes forcing them to revisit their current process and staffing model.



Client Goals

Utilize a strategic business partner to outsource the intake, triage, and production tasks, allowing current staff to work on more complex work.



Integreon Solution

Process and analyze information requests from U.S. and international law enforcement agencies pertaining to user data involved in criminal investigations. Countries supported include:

- United States, United Kingdom, Germany, France, Spain, Italy, India
- Solution also includes determining if the law enforcement request is valid under local and foreign laws, as well as client company policies and:
- Support outside of normal business hours
 - Foreign-language review
 - Triage and production of incoming law enforcement requests



Results

All client goals met.

Integreon's partnership enabled the client to reduce backlogs and remain up to date with incoming law enforcement requests in an environment of increased volumes and urgency, spanning multiple countries.

Client's team is now able to focus on more production and escalation requests that require deeper knowledge of their own records.

After two years, the Integreon team expanded from 4 to 25.