

**Business process  
automation for  
Lawful Intercept  
and Lawful  
Disclosure**

**LIMA WORKFLOW MANAGEMENT**

**ARCHITECTS  
IN SAFETY AND  
INTELLIGENCE**

**Automates security processes.** Improves efficiency and accuracy.

**Turnkey solution.** Tailored for your specific needs.

**Ensures legal compliance.** Task completion according to regulations.

## INTRODUCTION

**LIMA Workflow Management is a LIMA module that enriches your LI platform for lawful intercept and lawful disclosure. Security department processes are translated into a tailor-made workflow solution for every Communication Service Provider. It also avoids human errors by guiding users through warrant handling for lawful interception and lawful disclosure, ensuring visibility and continuity of the chain of custody.**

### Flexible workflows

Security processes for handling warrants and disclosure requests can differ per country and per organization. Local legislation may require additional authorization steps during the processing of warrants. Workflows allow LIMA applications to be aligned with existing business processes by adding or modifying process steps or changing their sequence. This allows the system to adapt to the applicable customer process rather than the other way around.

Workflows are designed in consultation with our customer and tested extensively prior to deployment with LIMA systems. To maximize organizational flexibility, workflow configurations can be modified and added after installation without any downtime of the system.

### LIMA team support

When multiple operators are using the LIMA Management System to handle legal requests, the team support feature of LIMA Workflow Management helps in organizing these tasks and to efficiently and timely handle the workload. Supervisors can manage and track the progress of handling warrants and disclosure requests by linking requests to tasks and assigning them to a team.

Reports can help a team in meeting response times defined in Service Level Agreements which are often imposed on Communication Service Providers through local regulations.

### Team support functionality

- Inbox principle for overview of tasks, grouped by priority.
- Assignment of tasks to a team of users.
- Supervisor role for re-assignment of tasks.
- SLA dashboards and reporting tuned to your process and organization.

### Integrated Solution

LIMA Workflow Management is seamlessly integrated with LIMA Interception Management. It can add workflows to support existing installations and integrate with existing users.

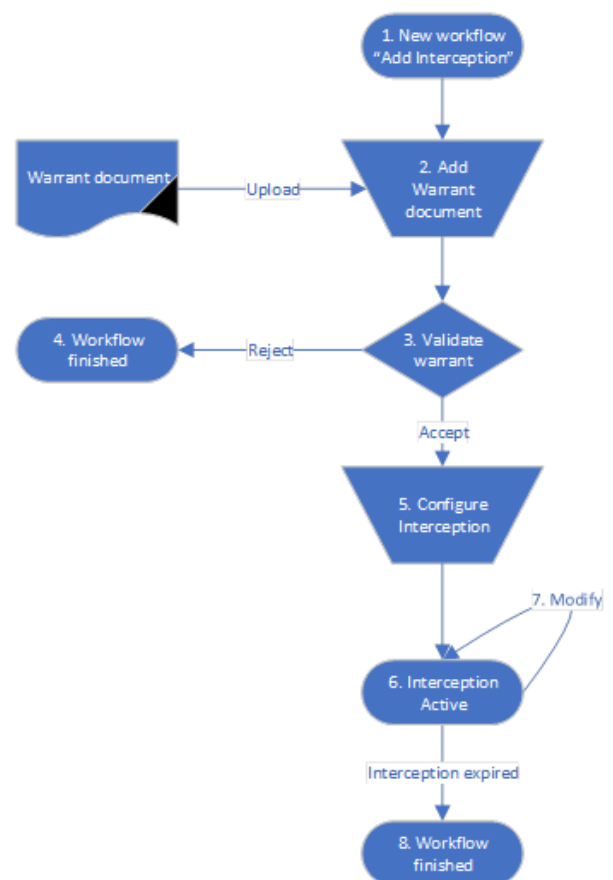
LIMA Workflow Management is a turnkey solution. Consultancy and professional services to configure the system to country and company specific requirements is tailored upon your request.

### Support

Group 2000 provides 24x7 Maintenance & Support.

### Training

LIMA Academy provides professional in-house or on-site training upon request.



## YOUR BENEFITS

- Automates warrant and disclosure management processes.
- Ease of use and adaptation through graphically designed workflows.
- Implementation of customer specific security processes.
- Streamlining tasks while remaining compliant and secure.
- Improves efficiency and avoids human errors by guiding users through the process of handling requests.
- Supports Electronic Warrant request handling (e-Warrant).
- Supports managing a team of users.
- Management and Quality reporting.
- SLA score dashboard, real-time insight in security task status.

## OUR COMPLIANCE SOLUTIONS



### LIMA COMPLIANCE PORTFOLIO

Comprehensive solutions for service providers, enterprises, law enforcement, and intelligence agencies.

- LIMA Lawful Intercept
  - Warrant Management
  - Provisioning and Mediation
  - Location enrichment
  - Passive and active IP interception
  - E-mail monitors
  - VoIP monitors
  - Mobile data monitors
  - Workflow support
- LIMA Data Retention
  - LIMA Disclosure Management
  - LIMA Data Retention store
  - Workflow support
- LIMA Élite
  - Lawful Interception End 2 End validation
  - Test LEMF functionality

### LIMA NETWORK MANAGEMENT AND SENSING PORTFOLIO

For more information about Group 2000's Network Management and Sensing solutions, please visit [www.group2000.com](http://www.group2000.com).

## ARCHITECTS IN SAFETY AND INTELLIGENCE

### WHY GROUP 2000?

- Group 2000 is an independent global solutions provider of interception and intelligence solutions
- Group 2000 delivers and preserves essential and reliable interception knowledge
- Group 2000 has global experience in the public and telecommunication domain
- Group 2000 minimizes complexity, delivering end to end solutions
- Group 2000 has technology partnerships with leading suppliers
- Group 2000 is an active member of ETSI
- Group 2000 LIMA solutions are modular and scalable to support the largest networks

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■ Group 2000 also has affiliate offices in Norway, Switzerland, and the USA.