

Second meeting with DEA

Daniele Milan

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To: rsales
Cc: Eric Rabe; Fred D'Alessio



Dear all,

We had a second meeting on Monday with the DEA Team. Again present was again Lisa, Procurement Officer, who joined Paul Cibas, David Gourley and another two persons of the technical/operations team.

Daniele gave them a quick overview of the roadmap and upcoming features, and they were very interested and eager at getting more details. Cibas suggested a half-day demonstration sometime in the fall (perhaps around the ISS conference) so they can fully understand capabilities of the system.

They showed high interest in BlackBerry 10, as it is widely used in Latin America where they operate. They are, of course, looking at all the options possible to infect Android and iPhones as well. They are eager to learn more about our intent to provide other infection means (e.g., apps, new exploits, etc).

It is clear that they are keen to have the product and are interested in any opportunity to make it more efficient for them. The operation team at least is anxious to renew the contract. Apparently, the agency has evaluated both Gamma and Digitask but considered them unsatisfactorily. We are overall in a good position with them.

There was occasion to discuss the meeting planned for June in Bogota when Washington-based agency officials plan to visit Colombia. They see this as an opportunity to receive more information and review their infection process and overall operational procedures. The presence of Eduardo in Bogota was welcomed. We suggested that HT join with the Washington officials, on-the-ground team and anyone they'd suggest to discuss their use of the system. We believe that whatever issues come up will be most quickly resolved if we are all in the room together.

The most valuable feature of the HT system to the work of this agency is apparently the ability to know the geographic location of the device, and its user. Indeed, they are concerned about using too fully the capabilities of the HT system since telcos in Latin America generally charge for data by the bite, and report usage to mobile phone users on the device. This makes it easy to detect a large data transfer, and, of course, this threat can lead to discovery.

They had one specific request and it is worth considering.

The agency deploys the HT solution by installing an agent on a large number of phones. They then work to circulate these phones within target organizations. Only when a person of interest in the organization begins to use one of the phones do the investigators want to be able to access fuller capabilities of the HT system. Under our current price scheme, they have only a limited number of licenses, so they are constantly turning up different phones on the system to see who is using them and whether it is someone important to their investigation.

They propose some change in pricing that would allow them to buy a large number (perhaps 1,000) very limited licenses (limited to perhaps reading text messages) at a reduced price to use for the phones they would circulate. They would then also buy a smaller number of full licenses that could be used when an agent-equipped phone gets into the hands of an important suspect. We should discuss how to make use of this opportunity.

Daniele & Eric

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Daniele Milan
Operations Manager