



111

man-days saved on  
the case.

# The Unit for the Suppression of Organized Crime

## Case Study

As part of a European Law Enforcement Agency, the Unit for the Suppression of Organized Crime tackles organized crime of varying scopes on a daily basis. To prevent crime with a limited amount of human resources and to keep up with the pace of organized crime groups, it needs to use a state-of-the-art approach.



## Goal

The unit had to investigate a network of seven people involved in money laundering and drug trafficking crimes. It was necessary to analyze 750 hours of intercepted audio recordings and an additional 120 hours of audio gathered from covert home surveillance.

The number of cases running in parallel, combined with the scarcity of time and human resources, demanded an automated software solution that would significantly improve agents' efficiency and speed up the extraction of important and actionable insights from the recordings.

**The ultimate goal was to reduce the time needed for call analysis and minimize the number of people involved.** It was important to be able to solve such cases as quickly as possible to prevent any more damage being caused by these criminal activities.

**30 new phone numbers connected to previously unknown criminal organizations.**

## Solution

Phonexia's AI-powered voice biometrics and speech recognition technologies were chosen as the perfect fit for the software solution developed by a Phonexia partner. These technologies offered rich integration possibilities, on-premise development, and the most accurate speaker identification capability available on the market.

Although the solution used the full range of Phonexia technologies, it was mainly the crucial combination of Phonexia Speaker Identification and Phonexia Keyword Spotting technologies that enabled the extremely effective way of analyzing speakers and the content in large amounts of audio.

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*Despite Phonexia's extensive range of speech and voice recognition technologies, Phonexia experts were always ready with an answer and very supportive in all areas. All clarifications were delivered even faster than the agreed period.*

Customer Testimonial



## Results

Before the solution was implemented, typical call analysis (including speaker identification, manual transcriptions, extraction of personal names, meeting places, connections, etc.) would take the team approximately 370 man-days to finish. This accounted for 60–70% of the entire case workload.

Once the automated solution was in place, the speed of call analysis immediately improved.

Even though the criminals were using different SIM cards, their voices remained the same—this allowed Phonexia technologies to help

**discover all the phone numbers used within the investigated group of criminals.**

Furthermore, at least **30 new phone numbers were connected to previously unknown criminal organizations**, and new suspects were put on a list as the points of interest for further investigation based on a combination of link analysis and speaker identification results.

Phonexia technologies also enabled rapid filtering of the intercepted calls so they could be prioritized and analyzed more effectively.

As a result, **the call analysis was sped up by 30%**, resulting in an average **saving of approximately 111 man-days on the investigated case.**

It was further discovered that **20% of all audio recordings didn't include any speech at all.**

The Unit for the Suppression of Organized Crime was able to analyze intercepted calls much faster using fewer analysts and respond to criminal cases more rapidly.



# Interested in Phonexia Speech Technologies? Get in touch!

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