



THE LATEST NEWS, VIEWS & ANNOUNCEMENTS

INSIDE

International Justice Mission

In this edition of the Subsentio Wire we highlight the work being done to stop human trafficking by one of the charities we support, The International Justice Mission.

The Interview

Our greatest asset are the men and women who have dedicated their careers to our mission. In this edition we interview one of our key Business Development Directors, Greg Kesner.

Are you prepared?

Our Trust and Safety Team is in the critical path of thousands of life-saving situations.

Network Security

One of the values that Subsentio provides as a part of its Trusted Third Party Services is the handling of emergency of exigent circumstance calls.

International Justice Mission

-By Bethany Donnelly – Director of Strategic Partnerships - IJM

The threat of violence is a crippling reality of everyday life for people who are poor. It's as much a part of poverty as hunger, disease, or homelessness. This is not the violence of war or genocide, but common, criminal violence that is already against the law—crimes like forced labor slavery, sex trafficking, online exploitation, sexual assault, intimate partner violence, and police abuse of power.



In many communities, perpetrators of violent abuse expect no consequences for their crimes.

Laws are not effectively enforced, so criminals continue to enslave and exploit those who are most vulnerable and marginalized in their communities—people living in poverty.

[International Justice Mission](#) (IJM) is a global organization that works to protect people in poverty from violence. IJM operates in 25 program offices across 15 countries and has relieved more than 76,000 individual victims of violence over the past 25 years. IJM works in collaboration with local governments and law enforcement authorities to rescue and restore victims, bring criminals to justice, and strengthen public justice systems to build a safe future that lasts. Their teams provide training, mentorship, and support to police, prosecutors, judges, and other justice system actors to equip them to address violence in victim-sensitive and effective ways.

By 2030, IJM's vision is to protect half a billion vulnerable people from violence by scaling its model of justice system strengthening through a vast network of local community partners, which will permanently dismantle systemic injustice through sustainable community protection. <https://youtu.be/EVNusLv0550>



[CLICK TO LEARN MORE](#)

INSIDE

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Digital Millennium Copyright Act

In 2017 Subsentio launched a new service designed to assist Communication Service Providers with complying with the Digital Millennium Copyright Act or DMCA.

Subsentio Academy

Subsentio is launching a new certified training program for Law Enforcement called Subsentio Academy.

Subsentio Corporate News

Check out all the news, events and service announcements in our Corporate News Section.

An Interview with Greg Kesner

-by Marcus Thomas – Chief Strategy Office

Greg Kesner's Bio

Greg has had a distinguished career serving his country in various capacities. He's received numerous awards including the Director's FBI Award for Excellence, the Attorney General's Award for Outstanding Technical Support, and the Presidential Rank Award. In addition, Greg was the first non-British citizen to receive the Distinguished Director's Award from Britain's GCHQ (General Communication's Head Quarters)

Marcus: Tell me about where you came from and how you came to be at the FBI. Family? Background? Education?

Greg: I grew up in rural West Virginia (WV) on a farm. I always wanted to be a veterinarian and was planning a college career at the University of Oklahoma. However, the beginning of my senior year of high school started with me being in a pretty severe car accident. I ended up in the hospital for 3 months. That changed my plans.

My Dad was a civil engineer for the state, and he encouraged me to pursue a career in engineering. So, I jumped right into electrical engineering and started at WVU. So, I jumped right into electrical engineering and started at WVU. During my sophomore year, I transferred to WV institute of technology to join the cooperative education (Co-op) program and finish my degree. The Co-op program let me go to work for a semester then back to school for a semester. I worked for the US Army Communications-Electronics Command (CECOM) in Warrenton, Virginia. I received my first Top-Secret/Sensitive Information (TS SI) clearance at the age of 20. After graduating with a BSEE degree in 1993, I continued to work for the Army as an electrical engineer. In 1995, the Army decided to close the base I was working on and move everyone to New Jersey. I chose to leave and go work for a small group called the Army Space Program Office in Virginia, which was at that time a covert branch of the National Reconnaissance Organization.

Marcus: Tell me about your work with the FBI.

Greg: In early 1997, I was recruited to go to the FBI and start the Data Intercept Unit a Engineering Research Facility in Quantico, Virginia. This was during the very beginning enforcement's efforts to intercept Internet data for evidence and for investigative support. I s program up and managed it for more than 16 years. By 2013, we had grown the program to 160 people and were performing thousands of intercepts daily.



An Interview with Greg Kesner - Continued

Marcus: What have you been doing since you left the federal government?

Greg: In early 2014, I moved to Northern California to be near Silicon Valley and the massive opportunity in cyber security. I started a security consulting business and was able to successfully get that underway and work for many large companies to support their investigations, provide advisory services to cyber companies, and assist Venture Capital entities with their due diligence and market information gathering activities.

Marcus: How did you come to be associated with Subsentio?

Greg: For many years, I have known about Subsentio and their work assisting companies to meet their legal requirements for lawful intercept. Also, a number of folks (including you Marcus) that I knew from my time at the FBI were working for Subsentio. Marcus was my boss at the FBI for 15 of the 16 years I worked there. I knew that Subsentio had always looked to assist law enforcement and companies in any way possible to meet their legal requirements and felt like that was a good match for what I wanted to do at this stage of my career. I spoke with Steve and Marcus and agreed to come aboard and help them with some specific challenges they were facing in growing the business into some new areas.

Marcus: What do you see as the greatest challenge for the industry going forward?

Greg: The burdens on industry around lawful intercept, and law enforcement investigations in general continues to evolve rapidly. There are more and more technologies emerging every year which are designed with privacy in mind. Generally, this circumstance complicates law enforcement efforts to collect the necessary data to properly investigate crimes. Almost every single crime committed today includes some sort of Internet data or technology. The amount of data and number of formats presents ever-growing and evolving challenges. This increases the burden on law enforcement and especially small law enforcement agencies to keep pace with that growing technology and be able to solve their cases. So going forward, I see agencies becoming increasingly dependent on specialists to provide special collection and analytical services to assist in those investigations. That's where I see Subsentio helping to fill that gap, and that is where I want to help!



Are you prepared?

Our Trust and Safety Team is in the critical path of thousands of life-saving situations. Here are some statistics on the types of emergency calls that Subsentio answered in the last month:

- 30% - Kidnapping / Missing Person
- 27% - Assaults / bomb threats /armed and dangerous
- 20% - Suicide Attempts
- 13% - Runaways / Crimes Against Children
- 10% - Medical Emergencies

Emergency Calls

-Gina Alzate – Director of Records Management Services

One of the values that Subsentio provides as part of its Trusted Third Party Services is the handling of emergency or exigent circumstance calls. Subsentio processes thousands of those calls annually for our customers, particularly after hours, but many of our clients aren't aware of this critical service offering.

If there is an emergency in your subscriber base such as a suicide attempt, kidnapping, or a terrorist with a bomb, the first few minutes are mission critical. Statistics show that the chances of successfully resolving an exigent circumstance goes down significantly the longer you wait to provide Law Enforcement with the information they need to save lives.

If you do not have a 24/7 x 365 operations center that can handle these calls, or if you have personnel who are not trained on how to properly handle emergency calls, you should consider outsourcing these life-threatening situations to Subsentio. It will provide you peace of mind that someone who is vigilant and trained on handling these calls is on duty when you're asleep.

For more information contact info@subsentio.com.

Network Security

-Shawn Hannon - Chief Information Security Officer

Subsentio is a strong advocate of being vigilant for cyber security risks in everything we do. As a Trusted Third Party we are held accountable by both the private sector and Federal, State and Local Law Enforcement to ensure that our public safety ecosystem is protected from both domestic and foreign security breaches.

Many of our customers provide critical infrastructure to the United States Telecommunications Industry. One way for our customers to protect their networks from malicious attacks is to participate in InfraGard so we want to encourage everyone to consider participating in this program.



InfraGard is a unique partnership between the Federal Bureau of Investigation (FBI) and individuals in the private sector for the protection of U.S. critical infrastructure and the American people. As one of the nation's largest public/private partnerships, InfraGard connects critical infrastructure owners, operators, and stakeholders with the FBI to provide education, networking, and information-sharing on security threats and risks.

Mission:

The mission of the InfraGard program is to enhance our nation's collective ability to address and mitigate threats to United States critical infrastructure by fostering collaboration, education, and information-sharing through a robust private sector/government partnership.

Network Security - Continued

To accomplish this mission, InfraGard promotes ongoing dialogue and timely communication between its members and the FBI through local, regional, and national programs. This two-way exchange of information equips InfraGard members with the knowledge, information, and resources to protect their respective organizations, while the FBI benefits from private sector engagement, insight, and expertise that can help prevent terrorism, cybercrime, espionage, and more.

InfraGard's membership includes:

Corporate security managers, directors and C-suite executives, cybersecurity and IT professionals, chief information security officers, financial services executives, healthcare professionals, emergency managers, military and government officials, academia, state and local law enforcement, and more — all dedicated to contributing industry-specific insight to advance national security. Today, there are members in more than 77 local InfraGard Member Alliances (IMAs), represented nationally by the InfraGard National Members Alliance (INMA). Each IMA is affiliated with the FBI Field Office in its region.

For more information go to www.infragard.org or contact InfraGardTeam@fbi.gov.

Digital Millennium Copyright Act

-Quinn Clemmons – Business Development Director for Records Management Services

It's Back! In 2017 Subsentio launched a new service designed to assist Communication Service Providers with complying with the Digital Millennium Copyright Act or DMCA. The service leveraged many of our existing best practices for records production/subpoena compliance. In late 2021 we made a strategic decision to exit the business because it did not fit within our core mission of saving lives.

However, several of our DMCA customers asked us to continue providing this service as they could not find any good alternatives in the marketplace. After careful consideration, we have decided to relaunch the service with a unique value proposition. We're offering special packages right now for this critical service. For more information regarding DMCA contact sales at sales@subsentio.com.



SUBSENTIO ACADEMY

-Mark Bolton – Vice President of Service Development

Subsentio is launching a new certified training program for Law Enforcement called Subsentio Academy. The initial course will focus on the Fundamentals of Cellular Analysis and will be taught by former FBI instructors from the FBI CAST program. The classes will be hosted at State and Local Law Enforcement Agencies for in person training.

Instruction Philosophy: We teach this course as if the next missing person will be one of our family members. Our course begins with classroom instruction and real-world examples of how to employ the techniques that prepare students for multiple practical exercises. The exercises form the corner stone of our course and provide the repetitions and experience investigators can utilize immediately.

SUBSENTIO CORPORATE NEWS



Welcome New Staff Members

Subsentio has added Troy Wilson as a Director of Sales and Adele Spell as our new Business Development Director of STAT – the Subsentio Technical Assistance Team.

Subsentio Portal

Subsentio is building a portal that will benefit Communication Service Providers as well as Law Enforcement Agencies. Look for more information in our next edition of The Subsentio Wire.

NATIA

Subsentio attended the National Technical Investigators Association (NATIA) conference in Louisville, KY. the week of July 25, 2022. Please contact us to find out more about STAT and Subsentio Academy. Email us at academy@subsentio.com

COURSE OVERVIEW: Students will obtain a functional and applicable understanding of cellular network operations, radio frequency propagation, and cell phone provider operations. Students will learn what information is available from each cell phone provider, how to obtain that information, and how that information appears in their respective records. Training will be provided on additional sources of information related to phones but not specifically from cell phone providers such as Google, Apple, Social Media Platforms, and Vehicle Telematics. For more information regarding Subsentio Academy [visit https://academy.subsentio.com/](https://academy.subsentio.com/)