



It's all about the Support

Case Study:

When the Icelandic Police wanted to professionalise their technical capability to recover data from mobile phones they solved all their problems with XRY.

The Police force had previously used other forensic software tools for the recovery of information from mobile phones and had struggled to get the data out successfully.

Steinarr Omarsson the Chief of the Icelandic Computer Forensics Unit explains:

"Before XRY we had a full time member of staff who spent most of his day just trying to resolve problems on mobiles"

Before XRY the Icelandic Police had acquired tools which claimed to provide support for the forensic extraction of data from mobile phones.

However the reality was that they were not properly supported and the investigators were forever encountering technical difficulties. Staff were wasting lots of time calling companies to beg and borrow cables and get more technical information.

The Icelandic Police needed a system that gave them full support for mobile phone forensics. A system which supplied them with all the necessary hardware and cables for analysis and also provided technical support for the many different issues encountered with each individual device examined.

After the decision to invest in XRY was made; the force was delighted with the immediate results. Suddenly staff could plug and play...

"With XRY we now process 4 or 5 times the volume of mobile phones that we used to do with other tools. Staff now have more time to do other work, which is great."



Steinarr Omarsson also highlighted the benefits of Micro Systemation's Technical Support: It was of tremendous benefit to be able to call the MSAB support team and get quick answers to technical issues as part of the XRY licence.

Steinarr added: ***"XRY gets back a lot more information from mobile phones than the other forensic tools we have access to."***

It is in the Premier League compared to other products. Whilst it costs us money; it has saved us much more at the same time and the support is great. We are very happy with this product."

If your organisation has had poor experiences of using mobile phone forensic tools, we would like you to consider evaluating XRY to see the difference for yourself.

With built in Device Manuals for every supported device, a complete set of cables and full technical support included as part of the service, you can spend less time trying to make things work and more time investigating the data.

XRY from MSAB is a complete mobile phone forensics solution.

This case study is about the:

Reykjavik Metropolitan Police, Iceland

Their Digital Forensics Unit is based in Reykjavik the capital city of Iceland.

