L-1 IDENTITY SOLUTIONS

> "The Viisage identity solution is invaluable in helping the ID Crimes Unit of the SOS Police continue to successfully identify, investigate, and prosecute identity theft and fraud cases."
>
> -Michael Mayer
> *Director of Driver Services, ILSOS*

Case Study: Illinois Secretary of State Partners with Viisage to Fight Identity Theft

The Problem:

The Illinois Secretary of State (ILSOS), for years have been taking measures to detect and prevent identity theft in its state. The ILSOS has two primary departments responsible for ensuring the integrity of the State's drivers' licenses and identification cards, the Driver Services Department and the SOS Police Department. Both departments originally worked with Viisage to implement the new digital driver's license system in 1998, replacing the old film-based system. The requirements for the solution were based on the need to develop and issue secure credentials. Within a short period of time, the implementation team recognized the growing problem of identity theft. Given this reality, the ILSOS was determined to enhance the State driver's licensing process in order to protect the state's citizens.

The Solution:

The completed Illinois identity solution combined advanced credentialing technology with Viisage's FaceEXPLORER, a face recognition application designed to handle large database mining and image management. This technology is an important tool used by agencies like the ILSOS to detect and deter identity theft. Employing FaceEXPLORER enables effective and efficient means for conducting background checks, screening watch lists, and managing and analyzing large digital image databases.

The ILSOS, comprised of 136 locations, provides over-the-counter driver's licenses to Illinois citizens. These locations service nearly 15,000 customers each day, adding 8,000 to 12,000 new images to the central database of digital images daily. Therefore, the FaceEXPLORER solution used by the ILSOS was expanded by networking the image database with the Illinois State Police, allowing them immediate access to the growing database of images.

Additionally, the solution enabled ILSOS and law enforcement investigators to compare digital images from many sources, such as video surveillance photos, snap shots, sketches, and composite photos, to the ILSOS digital driver's license database of facial images.

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The Results:

Identity Theft and Fraud Discovered

Ruby Haywood, a 67 year old criminal imposter, was working as part of a gang when she stole the wallets of unsuspecting women. She used the information in the stolen wallets to obtain valid Illinois driver's licenses under the victims' names, but replacing the victims' photos with her own. With the valid identification cards in hand, Ruby used her victims' identities to gain access to their bank accounts, transfer funds from one account to another, and write bad checks against their accounts. By the end of 2001 she had stolen nearly $275,000 and the identities of thirteen women.

> "The images provided to us through the face recognition enabled driver's license system were the key to making this case"
>
> – Captain Joe Gabuzzi, SOS Police, ID Crimes Unit

Ruby's reign of identity theft terror however would soon be at an end. The Viisage face recognition system, designed to identify duplicate facial images and report those duplicates to the authorities, quickly found multiple names and identification cards associated with Ruby's likeness. The Illinois Secretary of State Driver Services Fraud Unit matched the images on file in the driver's license database with video tapes taken from the banks to prove the crime, leading to Ruby's arrest.

Bottom line: thanks to Viisage's comprehensive facial recognition solution ILSOS was able to track down Ruby, and sentence her to four years in jail.

Accomplishments

As of May 2004, nearly 5,800 driver's licenses have been cancelled statewide, and in the Chicago jurisdiction alone there were 31 arrests, including 18 felonies and 13 misdemeanors, where three or more identities were established from July 2003 to May 2004.

The ILSOS and Viisage teams worked closely to design a system that enables the ILSOS and state law enforcement agencies to work together to identify, investigate, and prosecute fraud. The Viisage solution was selected because of its technical superiority and pricing, and the ILSOS continues to work with Viisage because its identity solutions stand out as a result of the company's industry-leading technology and unique understanding of customer needs.

This is the Viisage advantage.

> "Viisage has learned our business and listens to our ideas regarding how the system should work."
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> –Beth Langen, Division Administrator, Division of Policy and Programs, Drivers Services, ILSOS

> "Both the use of face recognition and the use of stored images on file in the proofing process have resulted in the earlier detection and prevention of fraud that would have otherwise gone unnoticed, maybe for years."
>
> -Beth Langen
> *Division Administrator, Division of Policy and Programs, Drivers Services,*