### Identifying Organisers of Violent Occupation

**Client:** Undisclosed

**Client Situation:** A major militant Communist group in South Africa asserted they would violently occupy branches of a multi-national bank to bring down the white economy and end white domination of the finance industry in South Africa. This posed a safety and security risk to the staff, assets and operations of the bank and the wider South African economy.

**Task Description and Approach:** Using both in-house and commercial intelligence tools, Thales identified a large number of people who sympathised with the group and their cause. By assessing how these networks of people interacted, our analysts narrowed this down to sixteen people who were suspected of being the organisers of this action.

**Project Result and Performance Assessment:** By identifying key individuals threatening the customer, we were able to provide them with information to protect their employees and business from any planned demonstrations and actions, and give them an understanding of the types of individuals that may threaten the business in the future. The customer adapted their practices and policies to ensure business continuity was maintained and mitigate risk.

**Man Days:** Undisclosed

### Predicting Brexit

**Client:** Thales (Internal)

**Client Situation:** Through alternative polling analysis Thales was able to accurately predict the Brexit, three weeks prior to voting to inform an internal client’s risk assessment.

**Task Description and Approach:** Using in-house intelligence tools, Thales analysts were able to identify a broad and passionate base of social media users who supported the Leave movement. This was done by assessing the online behaviours and comments of: 82,000 Twitter users; 10 Facebook groups with up to 700,000 ‘likes’; and 2 Reddit forums with over 2,000 comments combined.

We found those wanting to vote Leave were far more active and emotive in debates but less organised, whereas those in the Stay camp were more centralised and politically-aligned but content to just ‘like’ or ‘share’ content.

**Project Result and Performance Assessment:** The online behaviour of Leave supporters was unusual for these platforms where content is generally just liked, shared or reposted. From this and further analysis, Thales predicted that a Leave result would occur.

Thales has also conducted similar predictive analyses and reporting for the presidential elections in the US (2016) and France (2017).

**Man Days:** 3 days
Name of Example: Public Transport Sentiment Analysis

Client: Transport for Greater Manchester (TfGM)

Client Situation: Manchester tram services were suspended on 13th September 2016 due to a large storm that hit the region. TfGM wanted to understand public sentiment to the event and TfGM’s handling of the situation.

Task Description and Approach: Thales analysts identified that the majority of users accepted the disruption and did not assign any blame to TfGM for the inconvenience. Further analysis indicated there was some praise for the transport system and its actions during the event and in the aftermath.

More in-depth research showed that the main causes for negative sentiment toward TfGM came from drug and alcohol use aboard and near transport systems. There also appeared to be a number of incidents occurring regarding violence, abuse and racism.

Project Result and Performance Assessment: This helped TfGM to identify areas to focus on in order to improve passenger experience and brand reputation.

Man Days: 3 days

Information is moving around the world faster and more fluidly than ever. While this brings opportunity, it also brings risk.
Name of Example: OSINT Trial for Defence

Client: Ministry of Defence (MOD)

Client Situation: A central MOD department needed to improve its intelligence capability, which was labour intensive, time consuming, limited in scope, and limited in resource and asset availability. They sought technological solutions to grow their capability and improve efficiency and effectiveness.

Task Description and Approach:
- Thales collaborated closely with the client to conduct two trials to support the development of a business case.
- The first trial was aimed at helping the user community to gather online open source data from global and regional sources to obtain intelligence on target geographic areas.
- The second trial focused on internal data sources, helping a range of different user groups to digest and analyse the content of weekly reports in a more efficient and effective manner.

Project Result and Performance Assessment:
Through these trials, Thales identified estimated savings in excess of 1,000 working hours per week across the entire department and thus the potential to generate significantly enhanced operational efficiency. The trials also developed their understanding of the benefits of OSINT technology and how it could improve the capability and capacity of their limited resources.

Man Days: 20 days

Thales Intelligence Services follows industry best practices to present timely, accurate and relevant information in a way that is easy to understand.

Thales Intelligence Systems Case Studies