

# TIPSOFT

## WebTips & Two-Way Dialog

### TipSubmit.com - Providing Secure & Anonymous WebTips

Anderson Software is well aware of the inherent risks involved with Programs taking tips over the web and we spent 2 years engineering our secure webtip application in a manner that we guarantee safely and effectively accommodates this process. The result is a very functional and easy to implement WebTip Application that meets all of your online tip taking needs.

***Besides being a great tool for Community based Crime Stoppers...***

***It is the ultimate method for Campus based programs to accept tips from students.***

To the surprise of many... some of our users are already reporting a doubling in the total number of tips they are receiving monthly, with two programs surpassing their monthly phone call volume now with WebTips... indicating a definite need for yet another means for Crime Stoppers Programs to securely and anonymously accept tips. Below are the key features...

- All transactions are done via a secure connection on a secure server.
- All data is encrypted the entire time it is on the server.
- For TipSoft users... tips are securely delivered right to your software via E-Transfer.
- For all users... tips are also sent via secure email as an encrypted Adobe PDF file attachment.
- All submitted tips also trigger an optional email notice sent to the subscriber's cell phone or pager.
- Encrypted PDF Tip Sheets can also be delivered to your Blackberry or other Pocket PC device.
- Images may be uploaded with the tip and they are optimized on the server for efficient delivery.
- Tipsters may securely provide follow-up information to the original tip online.
- Coordinators may see all follow-up notes and can even respond with questions or instructions
- Multi-lingual WebTip forms now available. (Spanish, French, more coming)
- Tips may be submitted by the public through our secure gateway at [www.tipsubmit.com](http://www.tipsubmit.com).
- We can also provide your webmaster with a special link which will load your secure webtip form from our secure server directly from within your Program's own website, allowing simple integration of secure webtips.

Multiple levels of technology have been employed to provide extended functionality and ease of use. They also insure both the security of the information and the anonymity of the tipster.

Anderson Software's webtip server is a state-of-the-art machine with dual processors and RAID LEVEL 5 redundant hard drives using the MS SQL Server database for transaction processing and MS Server 2003 OS which is the very latest in secure server software. This machine resides behind two levels of dedicated firewalls and intrusion prevention systems in a secure and hardened dedicated datacenter with redundant connectivity, inline UPS's and diesel powered backup generators.

Any time someone access's the WebTip form via our own gateway or through a direct link to your secure form, the connection to our server is done through a secure socket which forces 128 bit encryption of the data passing through that connection. The identity of these connections are, by design, not being logged by our server or the host datacenter. Any subsequently pursued identity issue efforts by anyone "wanting to know" would be unsuccessful.

When a tip is submitted, the data is immediately encrypted with our own AES 256 bit algorithm and encrypted yet again by SQL Server as it sits on the server awaiting delivery. While it is being delivered to the Tipsoft client software it remains encrypted with our own AES 256 bit algorithm along with being wrapped in the SSL connection's own encryption layer while being delivered via the HTTPS protocol through port 443.

For those utilizing TipSoft's E-transfer features, the tips submitted through the web are encrypted and delivered directly to you through a secure socket connection just as if they had been sent by a call center or another TipSoft end user. For other users... you will have the option of receiving these Web Tips as encrypted Adobe PDF file attachments via regular email. In fact, even etransfer users can elect to also have an encrypted PDF file of the tip sent to their normal email account or even to their BlackBerry as well... for redundancy and advanced notice after hours, etc. No trace of the tipster is ever recorded, as all server log entries providing any identity features are disabled.

The tipster receives a unique Tip-ID on submission and is presented with not only your call back phone number, but also any special instructions your program may have for them... like encouraging them to utilize our new Two-Way Secure Dialog feature to follow-up with you online after the initial tip has been submitted or to contact you directly with any additional information and/or what day and time to check the status of their tip.

Anderson Software offers an interactive drill-down web portal at [www.tipsubmit.com](http://www.tipsubmit.com) for tipsters to access and submit their tips through. We can also provide your webmaster with a code snippet which can be used to seamlessly load & display our secure WebTip submission form directly within or from your own program's website... which is highly recommended and most widely used.

We have seen many very poor implementations of WebTips being done by Crime Stoppers Programs. We have taken great measures to insure our WebTip routine is as secure as possible and that the tipster's identity is not traceable. To date, the processes we are using have not been compromised and the encryption algorithms we use are the same as those used by the banking industry and governments worldwide on a daily basis.

Our transaction server is audited daily by ScanAlert, the world's largest and most prominent server security auditing firm, and any potential vulnerabilities are immediately flagged and

addressed if found. This level of auditing insures compliance with some of the highest levels of security possible. In fact, our server is certified to the CISP/AIS Level 1 security standard required by Visa, meets MasterCard's Secure Data Protection (SDP) requirements and meets the American Expresses data security standards.

Through ScanAlert, our server is also certified Secure & HACKER SAFE and is fully compliant with the following server security standards... Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA), Federal Information Security Management Act (FISMA), Government Information Security Reform Act (GISRA), Gramm Leach Bailey Act (GLBA), Statement on Auditing Standards Number 70 (SAS-70), International Standards Organization (ISO) 17799, Europe's EU Data Protection Directive 95/46/EC, Canada's Personal Information Protection and Electronic Documents Act along with the U.S. Department of Homeland Security's published recommendations.

We are well aware of the risks any Crime Stoppers Program is potentially taking when offering webtip capabilities to the public if implemented improperly. But, we are also well aware of the great benefits WebTips can offer to Crime Stoppers if indeed implemented properly. We are staking our own reputation on the line, and Crime Stopper's... with our secure webtip routine and we have 100% faith in our process as being implemented exactly as it should be... to meet the needs of this industry.

### **What's New With Tipsoft WebTips**

Anderson Software is already known for developing the absolute best secure and anonymous WebTip process available anywhere in the world. Now, released in September 2006, we have rocked the world again with a first, and very functional... **Two-Way Dialog capability**.

Our WebTips have always been a very nice way for your program to seamlessly accept secure and anonymous tips online, but the downside of any type of WebTip process has always been you normally don't get a second chance to get information. They submit the initial tip and that's what you have to work with.

While we have always shown them your phone number and requested they call in to check the status of their tip, giving you an opportunity to ask more questions in person... few web tipsters were making the call. It stands to reason if they wanted to call you, and be interrogated by phone... they would have done it in the first place.

Anderson Software's WebTips now provide a means for the tipster to log back in and submit additional information to their original tip at their convenience and as often as they wish. We also now have a seamless means for the coordinator to access these same online tips and follow-up comments via a secure channel accessed from within Tipsoft. This gives the coordinator an opportunity to direct additional questions to the tipsters or to even provide award pickup information once the case is resolved.

This new capability provides the absolute best in functionality and there is no reason any program should not be utilizing it to augment their existing operations.

Full motion and narrated WebTip training videos may be viewed at [www.tipsubmit.com](http://www.tipsubmit.com).