The world is talking... are you listening?

COSAIN

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For more than a decade, openly available Social Media data has changed the first responder and security landscape and came with significant challenges. COSAIN has been part of the solution from the start.

By using COSAIN, first responders and security professionals now have daily access to information from millions of people and it's vital they understand and listen to what's being said on-line to help safeguard the communities they serve and protect.

Online social media is full of discussions, opinions and debates across various social media platforms, forums, and blogs, and it would take years to read just the posts from just one day, therefore manually monitoring all these sources is both inefficient and hugely time-consuming. There had to be a better way to do the 'heavy-lifting', and that way was COSAIN.

COSAIN is part of Capita's 'SMART' product range and was specifically developed by UK OSINT professionals from within the law enforcement community as an intelligence tool to meet this challenge. 'SMART' stands for 'Social Media Analysis and Research Toolkit'.

COSAIN has been developed to assist first responder and security professionals to address the challenges presented by searching and analysing social media data. At its simplest level, COSAIN combines its proprietary data extraction and filtering rules with analytics and predictive analysis to allow first responder and security professionals to quickly identify relevant social media content.

COSAIN has a continually evolving roadmap to add new data sources, introduce new and upgraded functionality, and embed innovative methods to reduce the online challenges that you face.

Privacy and Security

COSAIN has been developed with privacy and security at its core:

- All actions undertaken by users are confidential as privacy is our default position
- If users wish to share their work, we offer bespoke sharing solutions with full controls
- All user's actions are audited and available to supervisors
- All data is stored and processed at a secure data centre in the UK
- Data storage is GDPR compliant
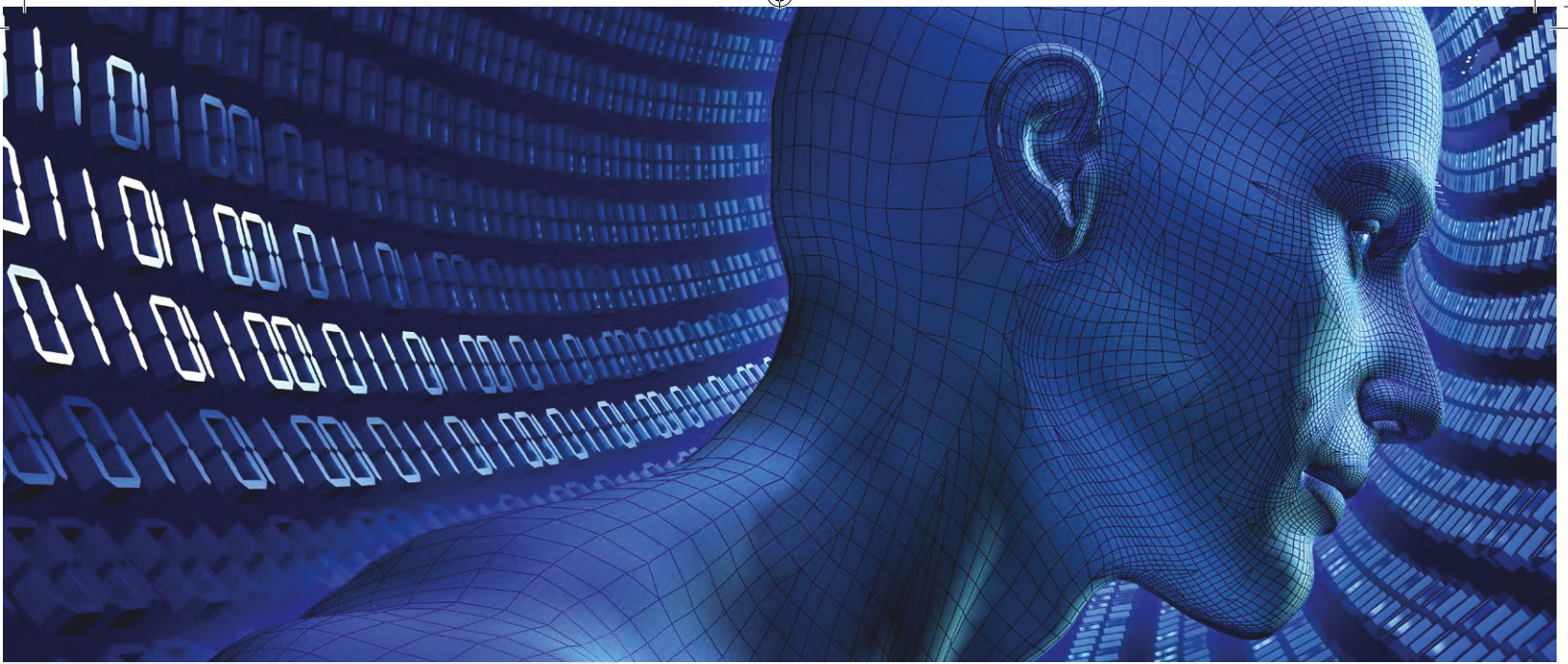- All of Capita's SMART Team are vetted to a minimum of SC Clearance

Training and Support

- Any organisation that uses COSAIN will have a named and dedicated client relationship manager
- All COSAIN users receive full training, access to online training materials, and invites to online/in-person working groups
- Users will receive regular emails about upgrades and improvements to the system
- There is 24/7 email and phone support at no extra cost, 365 days a year

COSAIN Social Media Data Collection and Filtering

COSAIN has been developed specifically to:

- Collect and filter open social media data from the widest range of social media data sources available
- Provide researchers with total control over the collection process and ensure the data is geographically relevant and contains the least amount of 'noise'
- Deliver information which helps to safeguard the vulnerable, and identify risk and threats
- Provide trend data, geo-mapping, and advanced text analytics-based enrichment
- Contain a library of pre-built building blocks called 'Definitions' to cover key subject areas
- Group together any of your pre-defined search items into a 'Definition' that acts as a building block for future search queries
- Help you collaborate with everyone in your team using bespoke sharing options

COSAIN Real Time Alerting

COSAIN provides the ability to:

- Alert you in near-real time when a social media post matches your search criteria
- Or allow you to set scheduled times when all the matching posts are delivered in a single report with in-built analytics
- Highlight matching search data contained with the data so you can quickly review the issue
- Click-through on results to the live posts

COSAIN has been developed by professionals who worked on the OSINT frontline within UK law enforcement. This means that the system has inbuilt capability and functionality to address some of the most challenging requirements of first responders and security professionals.

With COSAIN you can achieve the following:

- Identification of keywords and phraseology across multiple social media data sources
- Capacity to search in multiple languages of interest
- Establish connections between social media accounts through advanced OSINT techniques
- Searching by geographical locations to make the data relevant to you
- Be flexible and respond to local issues and multiple types of first response scenarios
- Search for posts containing local dialect and colloquialisms
- Be responsive to the highly dynamic requirements of a policing environment
- Carry out regionally based analysis with street-level mapping functionality
- Export data to visualisation tools such as SpiderSense or i2
- Research historic social media posts including the full Twitter Archive

Currently COSAIN is being used to by the majority of UK Police to support:

- The reduction of threat, risk, and harm in the community
- Engagement with local communities and through understanding the perception of the police assisting community engagement, reassurance, and the building of trust
- The identification of actionable intelligence
- The development of investigations

If you require any further information about COSAIN or to arrange a demo please email

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