

# **SPECIAL SOLUTIONS, LTD.**



## **Professional Investigations & Protection Services**



**Since 1991**

7524 N. Harlem Ave., Chicago, IL 60631  
1-(847) 803-6922 [www.specialsolutionsltd.com](http://www.specialsolutionsltd.com)



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PRIVATE INVESTIGATIONS & PROTECTION SERVICES

7524 N. Harlem Ave., Chicago, IL 60631 1- (847) 803-6922 Fax: 1- (773) 775-7300 www.specialsol.com

The foundation of Special Solution's Investigative Services Division is unparalleled in the industry, leading the way in experience, quality, integrity and above all, we are sensitive to the needs of our clients. Our investigative consultants are former military, federal, state and local law enforcement officers with a broad array of experience, most with over 15 years' experience in the investigative field. We still believe in old fashion investigation work, while promoting a modern approach in rendering straight forward answers without excuses. We still believe in handshakes and direct promises based upon our "word."



Our investigative consultants provide detailed information on businesses and financial institution records, conduct detailed interviews on potential witnesses, prepare an analysis of corporate risk, provide a detailed report summarizing the evidence, participate in trial preparation and render expert testimony if needed. Information retrieval no matter how sensitive, complex or difficult, is what we do best.

Special Solutions, is one of the only companies that provides end-to-end high level investigative & protection services. When you engage Special Solutions, you get highly trained and qualified investigators, but the support services you need to aggressively obtain correct information and intelligence. Our investigators add full support in all their investigative findings to further assist clients in making actionable decisions in the prevention, protection and preservation of life and property. Call us for free investigative consultation.

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**25 Years of Investigative & Protection Services**

# CORPORATE INVESTIGATIONS

Our firm has specialized in assisting business and industry in the protection of assets through a variety of sophisticated investigative techniques. The investigations include investigating purchasing irregularities, kick-backs, expense fraud, warehouse theft, check fraud, cash handling variances, organized theft rings, cargo thefts, fraudulent refunds, credit card and other acts of employee dishonesty. Our firm has successfully resolved hundreds of fraud matters utilizing such techniques as auditing, interviewing, background investigations, concealed surveillance camera equipment, use of undercover investigators (as a customer or even as an employee) and a variety of other sophisticated approaches to one of the most significant and recurring problems faced by the industry. We approach each investigation with an open mind, focusing not only on apprehending the perpetrator, but also preparing the case for possible prosecution along with restitution.



**Special Solutions has conducted many business-related internal loss investigations. The majority of these losses were attributed to the lack of internal loss controls that have resulted in large losses or high operating costs.** In some cases, entire companies have folded due to these types of losses. Amazingly, most losses are initially viewed as acceptable operating costs by senior management.

**We can provide your business with a professional loss prevention program.** We can develop a comprehensive program that can reduce operating costs if implemented and managed correctly. These programs are directed at:

- Employee Theft
- Shrinkage
- Inventory Controls
- Internal/External Fraud Exposure
- Vicarious Liability Issues
- Workers Compensation Losses, (Loss Control)
- Recruitment & Screening
- Security Staff Training Programs
- Emergency Response Plans
- Workplace Violence Awareness
- Site Security Surveys



**COMPANY EXECUTIVES:** We would like to offer you an opportunity to identify deficiencies within your company that affect your profit margin. Special Solutions is a licensed private investigation company which focuses its resources on providing executives with services that assure your financial goals for your company. Having personally been trained in intelligence gathering and investigation techniques, we are constantly improving our services by taking proactive measures in the latest investigative techniques that are proven, effective and cost-controlled. Over the past nineteen years, services have changed along with the evolving legal, social and economic conditions that have transformed our society and the work place into somewhat of a “tight-rope”. Therefore, where we once investigated various types of internal and external losses, we are now requested to *prevent* such losses before they happen.



# UNDERCOVER INVESTIGATIONS



The world of undercover has expanded into all areas of criminal enterprise. The criminal of today employs advanced technologies both in the commitment of the crime and in countermeasures to conceal their illegal activity. The use of undercover as an investigative technique has grown into all areas of criminal private investigations.

Special Solutions has the equipment and expertise to deploy body worn video equipment in a manner to fit any situation.

Video equipment can be hidden inside a tie, baseball cap, purse, shirt button, pager, eyeglasses, etc. just about anywhere you can think of. We will customize a hidden camera system to integrate with whatever surroundings are encountered.

Other forms of undercover operations work might involve having an investigator go to work at a company, become involved with some kind of organization, or engage in whatever avocation may be necessary to build the trust of individuals suspected of wrongdoing.

**Drugs in the Workplace - Internal Theft - Sabotage - Competitive Espionage - Sexual Harassment - Disloyal Partner(s) Poor Employee Relations - Workplace Violence - Criminal Acts Business Mismanagement - Gangs Organized Crime**

If you should suspect the presence of a dishonest employee or a group of conspirators impacting your assets, give us a call. Cumulative losses from employee theft can cause not only morale degradation, but also, cut deeply into your company's ability to make a profit.

**Deep Undercover:** We can place an agent into your workplace to assimilate with the other employees, establishing working relationships, to uncover the truth. Our operatives will "live the role", working a real job, rent a local house or apartment and live the role 24 hours per day. Our agents will respond to opportunities to spend time "after hours" with the suspects whenever possible. In most cases, our operative will present themselves as a willing volunteer or employee and join the targeted organization or group. Often we will provide the operative with desired interests in an effort to introduce the agent to the group, so that he or she will be readily accepted. *The first task of our operative is to gain unquestionable acceptance within the group. Often the operative will play it cool, do the "job", abide their time, and await the opportunity to gain acceptance and trust.*

**Light Undercover:** *This is the most common operation performed. With light cover operations, we place the agent in the workplace in an effort to gather intelligence on the relationships amongst the working staff. The goal in these cases is to provide the client answers to the questions most critical in making a business decision. The agent would work a standard "shift" within the workplace, and go home at the end of each day to process the investigation.*

*If you or your employees have noticed questionable or suspicious behavior, the investigative team at Special Solutions can help you distinguish facts from theories. Our operators work quickly and discreetly, gathering information without attracting attention. We customize each investigation to meet the specific needs of each case, so you get only the services you desire, from old-fashioned stakeouts to high-tech video surveillance. Our program also acts as cost-effective corporate engineering survey as well.*

# SURVEILLANCE SERVICES

**"Do not settle for less experienced investigators."**

We use the latest in state-of-the-art video camcorders and high-speed digital 4K digital cameras. Our surveillance teams are equipped with high resolution video camcorders, telephoto lenses, low light camcorders and **body worn hidden cameras**. Hidden cameras are utilized in place of a regular camcorder to obtain video photography in places such as bars, restaurants, party stores, bowling alleys, grocery stores, health clubs, office buildings and many other public places. Video photography obtained during surveillance is always focused on the subject; the subject is identifiable and the shot is always clear and steady. No matter the locale, we have the experience and equipment required to obtain video photography.



## Professional Surveillance Services



**Surveillance is an investigative technique that involves covert observation to document the physical activities of an individual's activities. Surveillance is usually requested by a client based on something specific; such as an anonymous tip, business matter, claimant fraud, spouse, etc. Our surveillance teams conduct surveillance everyday and have years of experience in different surveillance scenarios & situations.**

\*Detailed, narrative reports are included with each surveillance to document the results of our surveillance.

If you require surveillance work or have any questions, please contact our office to discuss your specific needs. Since all cases are unique, the design and procedure of the investigation can be discussed without obligation or charge. All consultations are free and considered with strict confidentiality.

**"Our investigators do not get defeated; we travel anywhere and get the proof by means of video-graphic evidence or high resolution digital pictures." "They are equipped with body worn video covert cameras that will allow them access anywhere the subject goes." "No excuses, just results."**



**Day, Night, Fog, Rain, Snow or Hail, we have the video equipment and the expertise to get the evidence our clients need to fulfill the assignment.**  
**"No excuses---just results..."**

# Executive Protection



## Professional & Close Personal Protection

Protecting an individual or company from the possibility of bodily harm, property terrorism or violent threats made to employees, takes a certain kind of service that has no margin or error.

Whether at home, the office or abroad, Special Solutions can assist clients by protecting their physical, financial and property assets. Special Solutions provides individualized expertise and services to solve any issue that may be a threat to a client's security or production. Special Solutions provides tailored programs for executives, families and individuals at home or while traveling. Assessments of risk and exposure levels determine the scope and nature of protection.

Special Solutions can assess any form of potential and actual threat, provide recommendations and implement such protective measures as:

- Agents that are appropriate to the situation and discreetly blend with the client's lifestyle
- Concealed firearm handling and safety
- Strategic and tactical driving training
- Proper dress attire and professional mannerisms. (Family and children adaptation assured)
- Personal counter-defense & martial arts training
- Off duty police personnel
- 24/7 management & communication
- Residential security systems that include access control, CCTV Video Cameras, letter and package screening, monitoring of property conditions and the screening of visitors and/or tradesmen



Special Solution's highly trained, professional personnel have extensive backgrounds in security, the military and law enforcement. Special Solutions can help design, engineer and implement a client's security environment – from conception to construction and beyond. For the protection of physical structures, Special Solutions applies its expertise to any domestic or international facility, existing or new, including corporate offices, factories and project sites. Special Solution's planning, design and structural implementations addresses multiple levels of protection and opportunities for response.

- *Architectural elements such as barriers, locks, safe rooms, doors and areas of refuge*
- *Operational measures such as tenant and visitor access control, security staffing, policies and procedures material handling, deliveries, storage, vehicular and pedestrian access and other management issues*
- *Technical security systems such as automated access control, alarm monitoring, closed circuit television, communications, asset tracking and parking controls*
- **K-9 Explosive Detection Search Dogs**

## Planning, Design & Long Term Protection:

Whether Special Solutions is working with a new or existing facility, any security program involves examining the architecture to identify and resolve risk issues. We are experts in advance, reconnaissance, threat analysis and strategic environment protection planning.



# WORKERS' COMP FRAUD



## FRAUD

Accidents happen. Sometimes they are caused by pure negligence, a careless driver, or faulty equipment. Other times these injuries are over-exaggerated and in some cases even pre-planned intentionally. *Special Solutions'* special squad of fraud investigators have over 50 years of combined experience. Our investigators have the experience and the state-of-the-art technology to seek out the hard and soft fraudulent claims. We can provide around the clock surveillance that includes photo, video, and written documentation. Our investigators are also available for depositions, and/or trial appearances.

## ***Workers' Comp Fraud***

*Special Solutions* can assist employers, claims adjusters, third party administrators, and self-insurers in identifying and proving fraudulent claims.

Our investigators can conduct covert surveillance nationwide. Our investigators will conduct video surveillance of suspected workers' compensation fraud activity as it occurs, in a non-intrusive manner that respects the claimant's rights to privacy. If evidence of fraudulent activity is discovered, this information will be provided to you in the form of video, written reports, photographs and testimony.

## ***Insurance Fraud***

Insurance fraud is the act of falsifying or exaggerating the facts of an accident to an insurance company to obtain payment that would not otherwise be made. Common types of insurance fraud are staged accidents, exaggerated injuries, and inflated medical bills.

*Special Solutions* can provide investigators that are specially trained in the detection of hard and soft insurance fraud. Our investigators will work closely with local, state, and federal law enforcement and insurance departments to pursue repeat offenders of insurance fraud.



***As a full-service provider, Special Solutions will work claims from inception through settlement, and if need be through mediation and litigation. Our claimant, insured and witness interviews are thorough and concise. Our scene investigations include photographs, measurements and accident re-creation. All information, including testimony, is available for litigation upon client request.***

# BACKGROUND INVESTIGATIONS



It's an unfortunate fact that the number of applicants who falsify their background information has increased significantly. You can avoid becoming a victim of this trend by implementing a pre-employment screening program. Pre-employment screening (also referred to as a background check) is the process of verifying the background information provided by an applicant, prior to being employed. The process is perfectly legal, a recommended hiring practice and required by law in some states for specific types of positions.

Pre-employment screening verifies the information provided on the application and can also reveal important omitted information. A screening involves contacting previous employers, schools and searching selected public records. Special Solutions provides pre-employment screening services for business clients. Our extensive nationwide network of professional researchers and records retrieval specialists, have access to over 10,000 federal, state and county records repositories. Special Solutions offers the following pre-employment searches:



***Upper Management***



***Executive Level***



***Person to Person Forensic Interviewing***



***Entry Level Pre-Employment***



***Mid-Level Management/Supervisor***



Applications are falsified for many reasons—trouble holding a job, convicted of a felony, not qualified for the position, or perhaps they are just looking for an opportunity to make your company their next target. The time and cost to recruit, hire and train employees has become a significant expense for all organizations.

Pre-employment screening is one of the best methods to reduce that cost and provide the right employees. Just one hiring mistake could cost your company millions in legal costs and settlements from a negligent hiring or negligent retention lawsuit.

Employers who fail to perform an adequate background check for an employee, who commits a crime, can be held financially liable. The award can be substantial, along with legal fees and almost guaranteed negative publicity. Special Solution's pre-employment screening services can help you reduce your company's recruiting, hiring, training and turnover costs. Using Special Solutions for your pre-employment screening needs, also helps protect you from negligent hiring and retention law suits, workplace violence and employee theft. Special Solution's expertise eliminates your need to have a trained internal person perform your screenings, adding even more to your cost controlled budget. We are fully compliant with the FCRA and related privacy regulations.



# LEGAL INVESTIGATIONS



## PROCESS SERVICE

Our process servers don't just ring the doorbell and move on. They do whatever it takes to complete service. No one escapes us—although many have tried. Rates vary from \$150 to \$250, depending on distance. *“When the Sheriff can't, we can.”*

## LEGAL INVESTIGATIONS

When you engage Special Solutions, you are hiring career investigators, not security guards who turned investigators. We are educated, well prepared, and will make a good impression on your client, or on a jury. And this we promise—that we will complete your assignment promptly, and at the price quoted.



We'll be here when you need us. 24 hours a day, 7 days a week. Whether it's locating witnesses, photographing accident scenes or scars, or performing rush surveillances, your emergency is something we can handle. And we'll be here when you need us to testify. We've been in business nearly 25 years (as opposed to an industry average of five). We'll still be here when your case comes to trial.

### Locate Investigations, Find Witnesses & Take Statements

Whether you are searching for missing persons, witness, skips, or heirs - or missing boats, planes, or jewelry. We'll find them. Anywhere in the world.

### Record Retrieval

We can expeditiously and cost-effectively find records of previous and current civil or criminal actions, previous and current financial transactions, and trace assets in the United States and worldwide.

### Planes, trains, and automobiles (we find, you discover)

We can provide complete collision reconstruction services, from the certification of weather conditions at the time of the accident to the production of computer aided models show exactly how the accident occurred.

### ASSET SEARCH - We find assets.

Our asset searches include business ownership or employment, real property, stock brokerage accounts, bank accounts, tax liens, judgments, bankruptcies, motor vehicles, watercraft, etc. We search for and find assets on people and businesses regarding: Divorce proceedings, enforcement of court judgments, investments, joint ventures and acquisitions.

“You've Been Served.”



# TSCM BUG SWEEPS



Special Solutions, Ltd. is a full service licensed private investigation and protection firm located in Chicago, Illinois. With over 25 years of experience, our Investigative Services Division is unparalleled in the industry, leading the way in knowledge, professionalism, and integrity. Our investigative consultants are former military, federal, state and local law enforcement officers with a broad array of experience and seasoned knowledge. We still believe in old fashion investigation work, while promoting a modern approach in rendering straight forward answers without excuses. *We still believe in handshakes and direct promises based upon our "word."*

Special Solutions, Ltd., provides expert technical, analytical and research capability for the detection, nullification, and isolation of eavesdropping devices. We protect firms from technical surveillance penetrations, surveillance hazards, and physical security weaknesses. Simply put, we hunt spies, stop espionage, and plug leaks. Special Solutions, Ltd. provides professional Technical Surveillance Counter Measures (TSCM) services to clients throughout the United States, in addition to select clientele in other countries. Bug sweeps & electronic eavesdropping detection is our specialty.



**With the advent of the Internet, Bug Devices like this can be purchased anywhere in the world.... Are you at risk?**

Special Solutions, Ltd., has over 25 years of experience in performing professional TSCM investigations for corporations, governments, and private entities. Our sustained passionate cause and 100% dedication in this field has allowed us to capture a professional reputation though-out America.

We have the best and latest TSCM detection equipment available along with mandatory quarterly training principles for all of our agents. Our exploratory research team also keeps up to date on all of the latest electronic eavesdropping threats throughout the world. We search and analyze many of the most dangerous audio and video devices that are a risk to sensitive information retrieval and exposure.

When you engage Special Solutions, Ltd., you can expect 100% professionalism and 100% privacy. We are available 24/7 365 days.

**TSCM Bug Sweeps**



**Offices – Homes – Vehicles – Aircrafts – Corrections  
Government – Industrial – Corporations**