azure *fraud control*

Industry issues

Fraud is a major threat to today's telecoms operator, both new and established. It's a problem that has grown dramatically over the last ten years, paralleling the industry's own development, and its manifestations range from sophisticated hacker crimes on VPNs, to card abuse and arbitrage. It impacts directly and heavily on profitability, network capacity and customer retention.

It's dynamic in nature, growing in sophistication and increasingly being undertaken on a global scale by major criminal organisations. Mobile operators have proved especially vulnerable, with cellular fraud now a well organised business, but all products and services, new and old, are potential targets.

This is a truly high level attrition with the fastest exchanges of information being used to drain revenues through very short duration 'windows'.

The harsh reality is that the effects of fraud's long-term erosion on margins can be potentially catastrophic. It is not just the initial headline damage caused by fraud that has a cost implication, but administering fraud is an expensive process; handling customer queries, complaints, investigations, re-printing of bills and writing to customers. The need for successful anti-fraud action is vital. That is why we have designed and developed the Azure Fraud Control solution, Azure Fraud Bureau service and Azure Fraud Consultancy.

Azure Fraud Control

This world-class solution used by BT and others to fight fraud, is demonstrated by a string of global patents and renowned technical expertise. Azure's range of products support the whole process of fraud management from detection through to investigation and customer contact. It delivers real time detection capabilities across a wide range of frauds, processing a multitude of data feeds including completed call detail records (CDRs), partial CDRs from SS7/C7 signalling probes and IP detail records from IP networks and services.

It offers rapid fraud rule creation and customer specific thresholds for fraud monitoring. It enables fraud case creation and prioritisation. It has the ability to take alarms from external detection systems and the scalable and flexible architecture means new mediation systems, usage data volumes and future processing requirements can be managed.

Worldwide fraud is an industry problem costing $40 billion* a year, and rising. Azure enables operators to bring fraud under control, improving profits and driving down losses to below industry performance benchmarks. (*FIINA Survey)

Azure Fraud control

Azure has developed an integrated fraud management and detection system capable of monitoring a wide range of products, services and information sources. It uses a range of detection and analysis techniques to identify fraud quickly and with a high degree of confidence.

The Azure fraud detection system can be easily configured to your precise administration process and provides the efficiency tools that will reduce case handling time and minimise administration resource. The modular design means that the Azure solution is scalable in functionality and able to operate on a variety of hardware platforms. You can easily add modules from our fraud suite to build an even more effective defence.

- **Fraud Control Management Information System.** Enables fraud operations managers to more accurately monitor systems and team performance.
- **Call Alert.** A differentiating service you can offer your customers to help them beat telephone fraud within their own organisations.
- **Call Fingerprinting.** This uses behaviour patterns to quickly identify known fraudsters who have obtained services under different names and addresses.
- **Subscription Fraud.** Obtains data from previously unrelated systems to give early warning of potential subscription fraud.
- **Case Tracker.** Provides configurable activity lists to help analysts administer a case quickly and ensure that processing meets appropriate and approved criteria.
- **Card Secure.** A unique transaction risk assessment service that maximises the operators ability to accept legitimate online orders, whilst protecting them against the threat of online card fraud.
- **Intelligent Profiler.** Intelligently adapts to changing customer behaviour, detecting when profiles become suspicious.

Azure Fraud Control Bureau

Instead of trying to control fraud with your own resources, you can outsource to Azure. We offer a bespoke service in which skilled professionals, using knowledge and experience gained from BT, combat fraud on your behalf.

Our Fraud Control Bureau is a centre of excellence in fraud detection. You draw on its resources in whatever way is best for you. We can supply skilled analysts and operations staff. We can deliver out-of-hours or contingency cover for your own system. We can give you real time fraud detection via a fully managed service using the Azure Fraud Control solution. Whatever's right for you is the only criterion.

Using the Azure Fraud Bureau gives you access to the best analysts and operations staff in the industry, working for you in the most economical way possible.

Azure Fraud Consultancy

Azure Fraud Consultancy offers a range of consultancy support services tailored to meet your needs, from supporting the launch of an individual product to providing a complete review of an organisation to enable it to understand fraud risks and vulnerabilities. The Azure fraud team will then recommend appropriate and cost effective countermeasures.

Other Fraud solutions

- Fraud Strategy Review
- Fraud Healthcheck
- Fraud Risk Assessment
- Fraud Data Analysis

Azure Fraud control benefits

Real-time detection

Means losses to fraud are reduced to an absolute minimum. Because the Azure Fraud Control solution has been designed from within the working environment, it is based on a proven methodology that results in a higher detection rate with instant results.

Easy and intuitive web-based GUI

Means fraud analysts learn to use the new software programme faster. In addition, the web-based interface avoids the need for time consuming custom installation on the user's PC. Intelligent case building, wherein related alarms and information are presented in a single case, saves more valuable analyst time. Analysts can target areas of greatest potential loss because they are presented with the most severe cases first.

Wide range of data feeds

The ability to process a wide range of data feeds and rapidly create rules means product and service level fraud detection can be implemented with minimal effort.

Azure Fraud control bureau benefits

Flexible service levels

To recruit and train your own fraud experts to Azure standards would involve substantial expense and resources. Our flexible service levels mean you retain control of your fraud operation without having to worry about its day-to-day running.

Bespoke solutions

You only pay for what you need, whether that involves a 24 x 7 monitoring service or a strategic solution. Customer agreements are individually negotiated.

Develop your own expertise

If building your own team is your ultimate goal, you can use the Azure Fraud Control Bureau whilst you work towards this, reducing our involvement as you develop. And you'll save even more because you don't have to purchase additional hardware or software to take advantage of the service.

Your next move

Now's the time to ask yourself these important questions;

- Can I afford to ignore the impact fraud is having on my business right now?
- Am I truly equipped to take on the serious criminals involved?
- Do I have all the information I need to face the future with confidence?

For the right answers to these questions contact Azure today.

Azure Solutions Portfolio

- Mediation Management
- Interconnect Accounting
- Route Optimisation
- Fraud Control
- Network Integrity