



RiskShield

is one of the world's leading software products for risk assessment and fraud prevention. RiskShield customers are typically banks, payment and processing service providers, telecommunication and insurance companies.





Working in real-time, RiskShield currently protects more than 145 million cards against fraud in payments. RiskShield detects and prevents fraud with credit cards and debit cards at ATMs, merchants and in Internet shops. RiskShield also prevents merchant fraud, internal fraud and credit applications with a fraudulent background. Attacks on Internet banking platforms can be detected and contained by RiskShield. RiskShield thus saves banks and payment and processing service providers millions every year. Customers who have replaced existing fraud-prevention systems with RiskShield report a 30% reduction in fraud damage and thus annual savings that run into millions. RiskShield decision components are also used worldwide for risk assessments of loan defaults and for credit rating.

Telecommunication companies deploy RiskShield as an Enterprise Decision Management (EDM) solution. As well as reducing fraud and loan default in (micro-) payments, RiskShield provides reliable credit ratings and supports intelligent claims management. RiskShield is also used to facilitate intelligent customer selection for incentive or loyalty campaigns and other customer categorisations. The improved accuracy and timeliness of decisions that RiskShield automates in each of these applications delivers substantial additional profit.

RiskShield decision components are used in more than 25 insurance portfolios in Europe and North America for automatic claim evaluation and fraud risk assessment. An insurance claim automatically classified by RiskShield as inconspicuous can be settled faster and more cost-effectively, thus strengthening customer loyalty. The time now available for a detailed investigation of claims classified as unusual can save companies millions every year.

ADVANTAGES OF RiskShield

Based on Fuzzy Logic
Evaluates historical data such as typical user or contractual partner behaviour
Maximum performance (decisions within milliseconds)
High transparency for decisions
Short reaction times to new risk and fraud patterns
Reduces losses due to fraud or a missing risk assessment that can amount to millions

REFERENCES (EXTRACT)

Banks and processing providers HBOS, MasterCard France, First Data International, National Bank of Greece, Bank of Cyprus
Telecommunication companies T-Mobile Deutschland GmbH, congstar GmbH
Insurance companies Victoria, Axa, Gothaer, Direct Line, Aachen-Münchener, Generali, Zurich, Wüstenrot, GEICO



Fuzzy Logic represents expert knowledge

As the world's first risk assessment and fraud prevention system, RiskShield uses Fuzzy Logic – accepted as the best mathematical theory to represent (fuzzy) human expert knowledge. RiskShield thus offers your experts the possibility to feed the system with risk assessment and fraud prevention rules in everyday language and with the aid of graphic editors. For example, risk assessment and fraud prevention rules can be entered into RiskShield with descriptions such as „rather high amount“, „in the recent past“, „a large number“ etc., in other words in exactly the same way as human experts think.

Evaluation of historical data

RiskShield saves the history of past cases for a user and uses this history in risk assessment and/or fraud prevention rules.

Extremely high real-time performance

RiskShield offers very high performance: the system performs its assessments within a few milliseconds.

High transparency

Unlike most systems from other providers, RiskShield can also provide a reason for the risk assessment on request. Cases rated as suspect or risky can be tracked separately by your staff using RiskShield-Investigator. Extensive reporting functions are available to prepare statistics.

Short reaction times to new fraud patterns

Your experts (or on request the experts from INFORM or an INFORM partner) use the RiskShield client to evaluate new rules against new fraud patterns or risk patterns. The effects of new rules can initially be tested on the basis of older, proven cases before they are set into production with only one click – with no downtime of the RiskShield decision server.

Further information

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ABOUT INFORM

INFORM develops and markets software systems to optimise business processes on the basis of operations research and fuzzy logic. INFORM software takes its own intelligent decisions in real-time in the fields of fraud prevention for the credit, telecommunication and insurance business as well as in transport and intra-logistics, in airport resource management, in production planning, sales planning and material management. INFORM employs over 350 staff from more than 30 countries at its sites in Aachen, Frankfurt and Chicago, USA.

FURTHER INFORMATION

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