



TELECOMMUNICATIONS

Telecommunications companies around the world fear a huge rise in the misuse of phone services. Usual fraud prevention systems are often unable to react quickly to new fraud patterns.

RiskShield is the software solution for risk assessment and fraud prevention for telecommunication companies. RiskShield is a rule based expert system that automatically assesses the risk of an action or transaction. RiskShield works similar to a human expert: The fraud risk is classified on the basis of the long-standing experience of human fraud experts and risk analysts, whereby both fraud as well as non-fraud indicators are taken into account.

RiskShield currently protects millions of mobile phone users, mobile phone providers and their contractual partners (content provider) against misuse. RiskShield is hereby used 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 (e.g. selection of customers for special contract models, contract extension, upgrade, etc).

Telecommunications companies who use RiskShield in this way for a comprehensive risk assessment, fraud prevention and intelligent customer selection improve their annual profits by millions.

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

Helps profits by binding existing customers and acquiring new ones



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REFERENCES (EXTRACT)

T-Mobile Deutschland GmbH
congstar GmbH

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 (or customer-selection 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 or contractual partners 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 and/or for an optimised customer selection. The effects of new rules can initially be tested on the basis of older, proven cases before they are sent into production with only one click – with no downtime of the RiskShield decision server.

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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