See through
the complexity of fraud…

The challenge..

Today's the financial services industry is challenged with increasingly innovative ways of committing fraud and cyber-crime. While banks, building societies and credit card companies comply with ever-changing regulations and legislation while contending with increasing pressure to release new or adapt existing products that enhance the customer experience.

To address the fraud risk a number of fraud processes and tools are typically deployed which focus on historical and statistical data models in a specific community or area based on their expertise, as a consequence these fraud tools do not work across different channels at the same time. This siloed approach to fraud management has a negative impact on the consumer experience of legitimate users and result in lost revenue through high numbers of false positives.

Fraud today typically starts in one channel and ends in another. The events generated in the example 1-4 below are across different channels (fraud layers), however, a cross-channel view that looks at all these events from all different channels, together with the knowledge on how the organization is being attacked could easily stop the attack.

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E.g. 10:00 am customer had their banking credentials stolen via fraudsters malware on their mobile (1), 10:02 am (2) fraudster logins to the customers banking account using the credentials stolen under (1) to learn about the customer transactions, spend pattern etc, 10:04 am fraudster calls the bank customer services (3), pretending to be the victim saying their online banking has been compromised and they would like to set up a new device, 10:20 am fraudster using their own device (4) now has access to customers bank account and starts to transfer money. The customer is not happy their account was not protected.

The above scenario is one of hundreds, and was based on 3 channels (1-Mobile, 2-Web & 3-Phone), which a typical siloed fraud approach would not work. However cross-channel fraud is not the only issue, having organisational standards to fraud is key, of which can be shared across the fraud ecosystem, furthermore a system that is elastic in nature to address all the data challenges.

Our approach

FCase end-to-end fraud orchestration spans the entire financial crime, risk compliance and customer care systems, centralising alerts and events into one enterprise-wide investigation platform for all your fraud investigation and fraud compliance reporting needs. The following example highlights the advantages of fraud orchestration.

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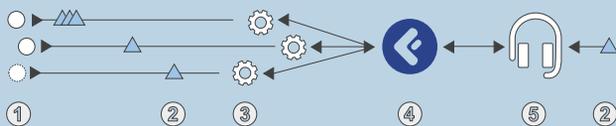
E.g. (1) Banking service channels (e.g. mobile, web, credit card), (2 "Triangle") is the fraud (with many mobile login attempts, login to the web, credit card transaction, & altered account), (3) three siloed fraud systems each on their own channel, (4) FCase Fraud orchestration bringing the fraud detection and prevention systems under (3) together with FCase on top forming the centralised investigations with the ability to see all, (5) customer care of which FCase integrates with.

With Fcase Fraud orchestration you now can spend your valuable time on your fraud investigations and leave the data gathering to FCase.

Highlights

As commerce evolves so do opportunities for fraudsters.

The lines between forms of fraud have been blurred across the myriad of fraud prevention systems.

To address organizations must adopt a holistic approach to enterprise risk.

With FCase fraud orchestration, you can:

- Optimise your fraud operations

- Enable fraud teams to address more fraud

- Reduce false positives and customer friction

- Reduce Fraud

- Enable full PSD2 compliance reporting

- Standardise your fraud operations

To learn more about FCase we are available 24 x 7 on +44 800 9047 309

All your fraud investigations, one seamless experience

FCase fraud orchestration provides a single interface for all your fraud investigations to help you reduce fraud and customer friction on an enterprise scale.

FCase operates op-top of your existing fraud detection and prevention systems orchestrating multiple layers and channels, such as credit cards, mobile banking, customer relationship data and alike, presenting a fraud mission control for all your fraud investigations enabling in-depth analysis across multiple channels whilst creating a fraud investigation standard across all your fraud teams.

With FCase:

🔔 Every case incorporates relevant alerts from all channels coupled with transactional data

📑 Furthermore each case incorporates previous (other cases), fraud or not, aiding decisioning

👤 Every case unites customer data, (further supportive information may be attached)

💬 Of course FCase is multi-lingual (per user)

🎚️ And everything is customizable, allowing analysts to focus on what matters
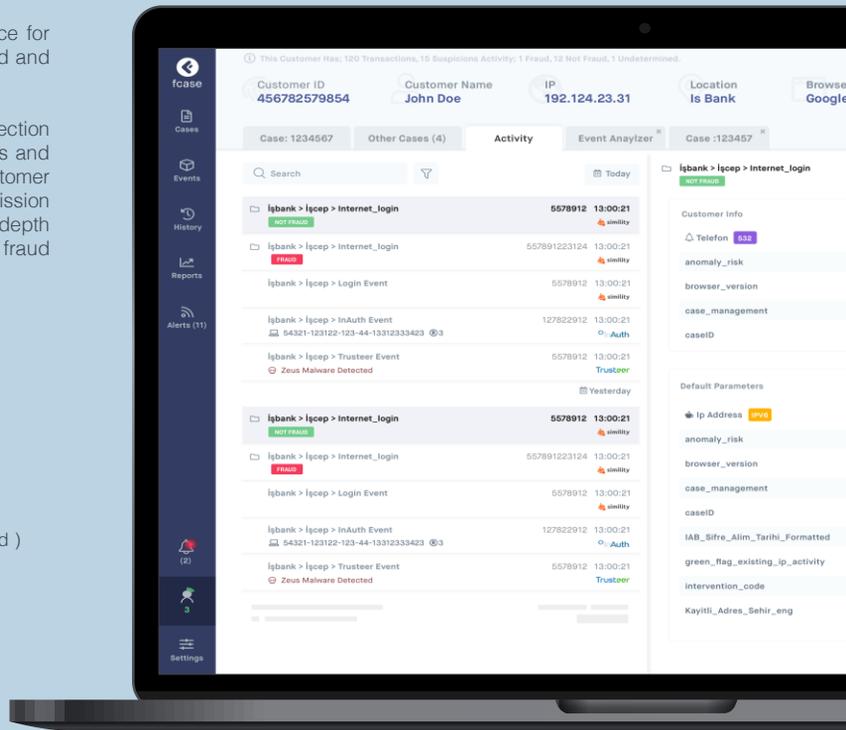
❝ True strength isn't a fraud prevention fortress it's all systems working together ❞

Powerful ways to investigate

In fraud investigations, if you have the ability to visualise anomalies, and especially if this is feasible across all fraud cases, transactions and customer notes then this becomes a unique and powerful tool to address fraud, (including cross-channel fraud).

FCase orchestration link analysis event analyser is embedded directly into your fraud case investigations enabling you to fight fraud more effectively.

FCase (1) orchestrates all fraud data, helping you (2) visualise and (3) act fast to the growing threat of fraud.

Using FCase orchestration you have an unrivalled network interaction and analysis functionality for deep data insight to make sense of your biggest networks

More power via orchestration

FCase is designed to keep you in full control of all your fraud operations across your whole enterprise giving one seamless experience, enabling you to fight fraud using a holistic approach rather than the typical siloed approach which helps fraudsters. FCase enables your teams to do more than ever before whilst reducing customer friction and fraud.

In addition to helping you address more fraud, FCase has a wealth of fraud related data enabling you to generate flexible fraud reports giving you the insight you need to manage fraud more effectively whilst being compliant. E.g.
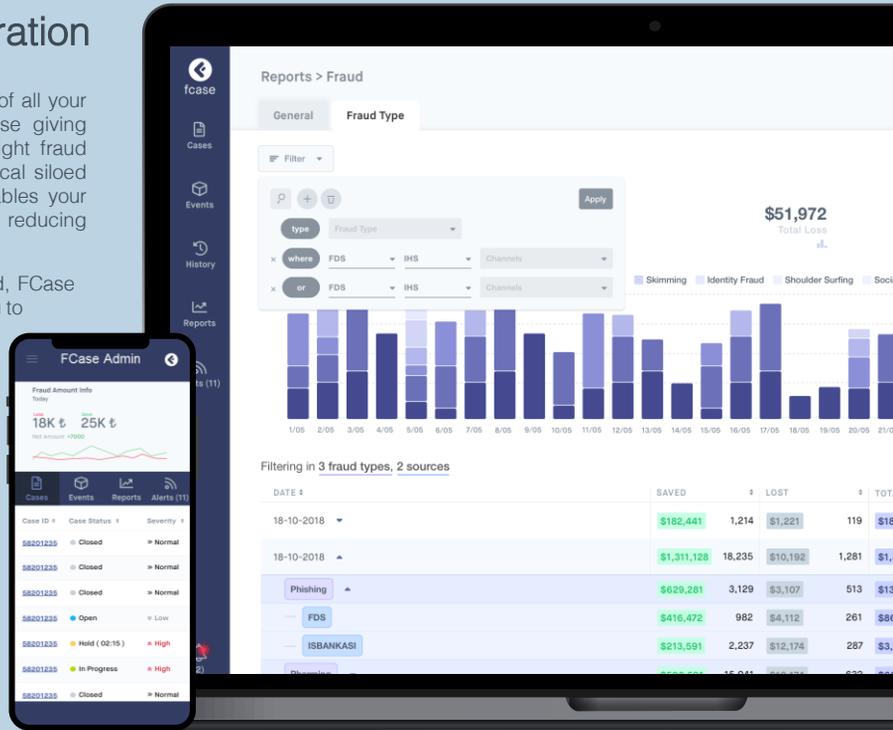
Fraud operational & performance report(s)

PSD2 Compliance report(s) Payment Service Provider incident reporting (Article 96(6))

And while on the *Go...*

FCase iOS & Android App gives you simple access to manage your fraud operations with real time reporting across your organisation.

Why FCase for your fraud operations

If too many fraud tools are impacting your customers experience and the level and sophistication of fraud is becoming a challenge. Then FCase can help you. With FCase we help you create standards and give you the insight you need too: -

- 👁 See through fraud by building a clear picture of the facts
- ⬇ Reduce fraud investigation time (5x faster on average)
- ⬇ Reduce false positives (multi-channel view of all the facts)
- ⬇ Reduce customer friction (by reducing false positives)
- ⬇ Reduce fraud (see more, address more with all the facts)

- Operational & compliance reports (via whole organisation)
- Attach all your case investigation content in one place
- Web forms bringing teams together (e.g. Fraud <> CRM)
- Advanced rules from a holistic view + Results feedback
- ⬆ Enable fraud standards across the whole organisation

About FCase

At FCase we help Fraud Operation Centers to orchestrate their "Resources", "Data" and "Fraud Systems". FCase is a data aggregation hub which takes fraud management systems from basic standalone detection to a more enterprise-focused approach, standardizing fraud case interaction, fraud management processes, governance models and performance indicators. Our next generation technologies integrate disparate data platforms, collecting information from multiple fraud detection sources and customer care platforms to manage fraudulent activity in real-time using adaptive analytics. FCase is setting the new standard for fraud operations management.

For more information

To learn more about FCase and how we are helping organisations reduce fraud case investigation times, false positives, customer friction and fraud on an enterprise scale, please contact us at info@fcase.io, or visit us at www.fase.io

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