Mitigate fraud

Prevent revenue loss with HPE Fraud Risk Management

Get the most out of your network assets; protect them from fraud. Enhance your revenues and shield your business from unwarranted fraudulent activities.

Realize your fraud situation

Thinning profits? It could be fraud. And, you may not even be aware of it. Of all the industries, communications, media, and entertainment is among the most susceptible to fraudulent activities. Any fraud—whether it's account takeover fraud, International Revenue Share Fraud (IRSF), content theft, VoIP equipment compromise, or subscription fraud—eats into your revenue and profits. And now, fraudsters are using more sophisticated technologies to perpetrate crimes. Even with existing fraud management systems in place, there could be weaknesses in your network that fraudsters could penetrate. As a communications service provider, it's important to be in control of your network assets and certain they are not being misused. With real-time fraud detection, you can close loopholes, increase your revenues, and keep fraudsters in check.

Stop fraud in its tracks

Use Hewlett Packard Enterprise (HPE) Fraud Risk Management, a robust and highly scalable solution that evolves with fraudsters' techniques and adapts to your business and services. The solution has built-in intelligence, which helps you preempt fraud and stay one step ahead of fraudsters. It performs advanced behavior analysis and detects anomalous or suspicious behavior, immediately raising alarms and cases to mitigate risk; analyzes historical data to uncover broader fraudulent behavior patterns; and protects your customers, systems, services, and more importantly, your brand.

HPE Fraud Risk Management gathers and normalizes data from all diverse and relevant sources, and uses it to detect inconsistencies in usage and behavior to ferret out suspected cases of fraud. It offers extensive data mining and intelligence capabilities that give you insights on fraud risk and long-term trends within the business. This robust fraud mitigation solution is backed by years of experience in developing fraud and revenue assurance solutions. It has an easy-to-use graphical user interface (GUI) and an open platform that enables you to deploy specialized packages and customize the solution based on new and future business requirements.

Part of the HPE Revenue Intelligence portfolio, the HPE Fraud Risk Management solution helps you detect fraudulent activities across your network, before they become a significant financial liability. It provides effective protection against:

• Subscription fraud

• IRSF

• Content theft

• Account takeover and equipment fraud

• On-your-premises equipment (PBX, VoIP) compromise

• Machine-to-machine (M2M) compromise and abuse

• eCommerce, mCommerce, and content fraud

• Bypass, SIM gateway fraud, flat-rate services abuse

• Prepaid services fraud

• Insider fraud

Artificial Intelligence Fighting Fraud

HPE advanced fraud detection introduces machine-learning driven correlation and automation to accelerate detection and reduce business impact of new fraud patterns. In extending analytics into larger non-traditional data repositories we enrich subscriber fraud profiles to discover new suspicious behaviors and stop fraud rapidly, before it creates significant financial loss.

New built-in FRM features support analytical data flows, as well as supervised and unsupervised machine learning techniques. We combine deterministic rule based analytics with predictive statistics to support detection of am ever increasing scope of fraud types. Powerful data visualization tools enable your staff to leverage insights and results generated by multiple analytical models provided.

Figure 1. Learn how HPE Fraud Risk Management prevents fraud in three simple steps.

Review the three steps to mitigate fraud

HPE Solution Lifecycle Services for the communication and media industry help you realize the full value of your solutions, from planning and assessment through to testing deployment, operation, and nearly continuous improvement. Each service area leverages proven processes and best practices to balance capital expenditures and operating expenses (OPEX) and reduce risk, while keeping your projects on time and your operations running smoothly.

1.Collect data

Collect and correlate data from all of the usual sources, and any other internal or external sources of data that might prove useful with HPE Fraud Risk Management. It normalizes and enriches this data to prepare it for detection and analysis. In addition, the data collection layer provides the extract, transform, and load function for specialized data stores used by the business intelligence and analytical components of the solution. These features enable the detection and analysis you need to anticipate fraudulent activities and prepare you for future fraud instances.

2.Use fraud detection and analysis

The solution profiles network asset use, and recognizes many key fraudulent behavior patterns, which helps isolate anomalies and raise alarms in real time. It also tracks changes to customer or service information, looking for unusual or unauthorized activity. Using a rich set of configurable detection and analysis features, HPE Fraud Risk Management can identify all major industry fraud risks. Examples of detection by built-in techniques include:

• Repeated calls to known IRSF destinations, countries, and number ranges

• Unusual activation of additional lines on a subscriber's account, or unexplained upgrades to customer equipment, signifying a potential account takeover

• A radical change in calling habits, coupled with excessive calling to high-cost destinations, possibly indicating PBX or VoIP equipment compromise

• Immediate roaming following activation, a common symptom of subscription fraud

• Rapid purchases of content, apps, or merchandise, signifying possible content or eCommerce fraud

• Many outgoing on-network calls with a large spread of destination numbers, indicating bypass or SIM gateway fraud

User-configured patterns and rules easily detect any new fraud scenario, in addition to the many prepackaged methods included in the solution. The possibilities are endless.

HPE Fraud Risk Management creates individual customer profiles, and a rules-based expert system aggregates all alarms for you and makes a determination of whether they represent sufficient evidence to warrant creating a case. It uses Machine Learning against the archive of previous cases to learn behaviors and provides a scoring of new cases, detecting risk due to as-yet unidentified indicators of potential fraud. This scoring is effective for keeping up with the evolution of fraud in your network, lending credence to a case.

With the explosive growth in traffic and data volumes, the nearly unlimited scalability of this solution enables you to handle almost anything that comes your way, without having to filter anything out.

Realize the full value of your solutions environment

Hewlett Packard Enterprise services offer a proven way for guiding you through your transformational journey:

- **Consulting**—Solution Consulting Services help define business transformation and translate strategies into actionable solutions.

- **Implementation**—Complete project lifecycle services lower implementation risks across design, development, and customization, and network and system integration with HPE Solution Implementation Services.

- **Management**—A comprehensive portfolio of Solutions Management Services can increase the operational efficiency of your existing solutions, including reactive, proactive, operational, and enhancement services.

- **Outsourcing**—A variety of sourcing options are designed to improve business agility while reducing your OPEX, including IT and infrastructure outsourcing, application management, and business process outsourcing.

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3.Investigate

HPE Fraud Risk Management comes with an easy-to-use graphical user interface (GUI) that provides efficient distribution of cases to analysts, case prioritization, and investigation. Access to all supporting information, including xDR event details, subscriber or customer information, system findings, and other detailed information, enables the analyst to conduct a thorough investigation to confirm whether the case represents actual risk. Counteractions may also be invoked by the analyst or automatically under conditions specified by the user. The GUI provides a high degree of flexibility to enable users to perform their responsibilities in the most efficient and effective manner.

To support case investigation and tune results produced by the system, the solution provides a library of reports and dashboards.

It provides powerful actionable information—business insight to monitor results and learn important new trends. The drill-down capability can provide insight on what your customer is doing and enable you to make better informed decisions for improved business outcomes. Predefined and user-defined reporting is available, and is designed to match each user's responsibility level.

Unlock your business potential

Address new fraud vulnerabilities as they arise—HPE Fraud Risk Management brings with it an open architecture that enables you to accommodate new business models, new fraud types, and consequently new detection techniques. Get the confidence you need to handle fraud quickly and cost-effectively. The solution is scalable and enables you to focus on expanding market share and exploding data volumes, without worrying about fraudsters getting the better of your business.

Protect your business against unknown risks—fraudsters are constantly changing their methods. With data mining and analytical capabilities supplementing the direct knowledge embedded in the rule-based system, HPE Fraud Risk Management can help you discover hidden fraud indicators that are buried in the data.

Get the HPE advantage

At Hewlett Packard Enterprise, we offer targeted services and solutions that are delivered quickly and efficiently. They are based on open platforms that empower you to create customized solutions that are directly relevant to your business. Our services also help analyze, design, develop, implement, and support some of the most complex solutions in the industry today. With access to so many services under one roof, you can now shift focus from your suppliers to your customers.

With over 500 partners, HPE helps equipment and service providers across the **CSP industry** cater to customer demands. HPE Consulting and Integration is based on a foundation of people, processes, and technology, and manages complete design, global delivery, and deployment of critical infrastructure solutions. Our solutions, technologies, and services are offered across network infrastructure, network services, operation and business support, mobile and rich media solutions, and user access.

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