

FORIS Fraud Management

Fraud remains a critical area of responsiveness for Telecom Operators regardless of the improvements in security technology and awareness because with each new opportunity comes the new risk. This crime cost more than 55 billion US\$ to telecom industry per year and equates to nearly 15% of total telecom revenues that cannot be reported on company's income statement, reducing income and adversely effecting operator's bottom line. One reason for operators' inability to resolve Fraud related issues is that many new Frauds are emerging day by day across the revenue chain. This makes it difficult for operators to see the full extent of the problem and even more difficult to detect and protect the causes of Fraud as they occur because of the large number of data sources and the volume of records involved.

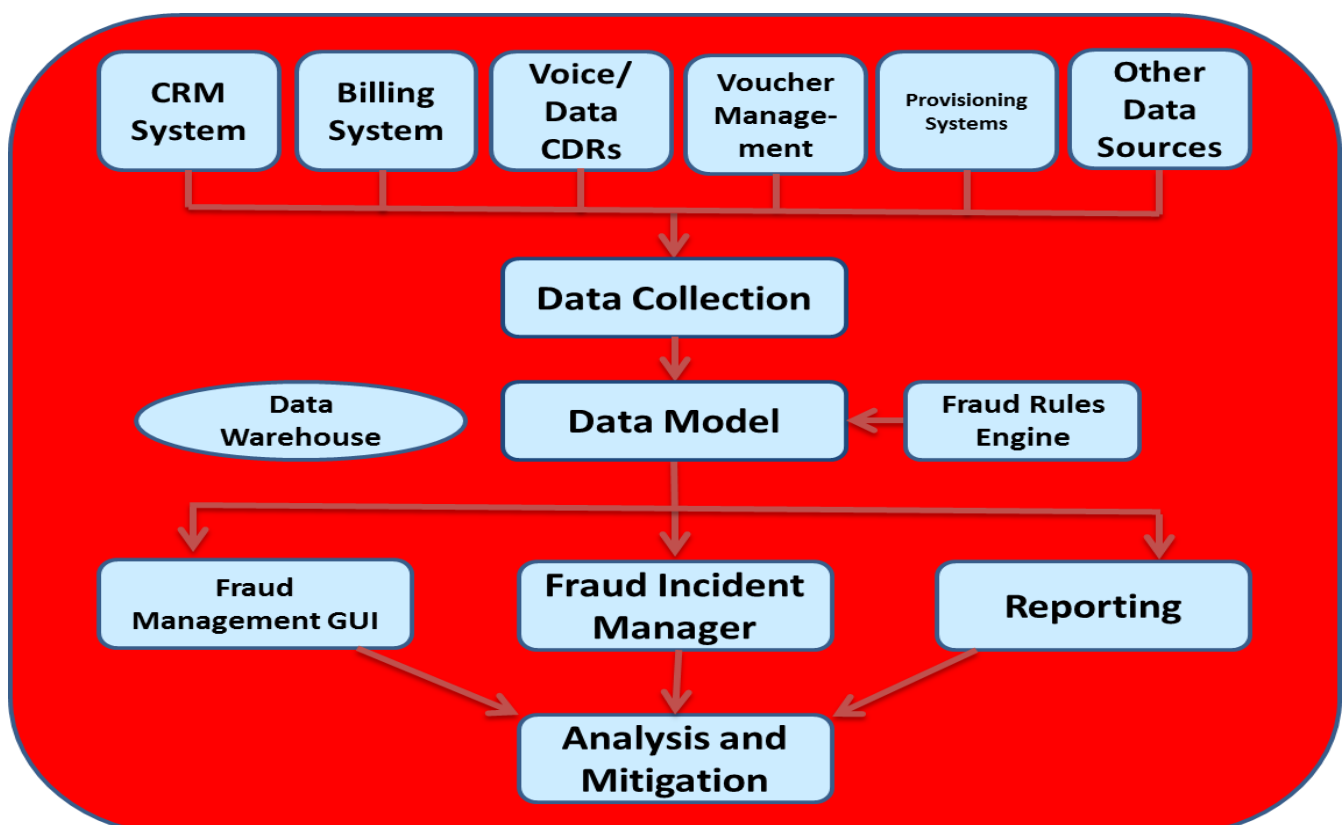
Implementing an automated platform to proactively investigating and monitoring the operator's Network and revenue streams make's this more manageable. Such a platform must be able to automatically perform Fraud Measures and identify any inconsistencies that are potentially caused by Fraud as they arise.

Once Frauds are identifies, the FM department will need to coordinate across the company to investigate and close down the Fraud cases. Therefore it is essential that the system provides the FM department with the means to communicate and share information across the business and track progress of individual FM cases.

FORIS FMS

FORIS Fraud Management System has been specially designed to mitigate fraud management issues and cater telco's corporate needs by providing guidelines to help senior managers responsible for business strategy and revenue assurance managers responsible for fraud control work in concert to achieve corporate goals and enables FM department of communication to investigate and protect Fraud far more effectively and thus significantly improve profitability.

FORIS FMS provides multiple points of flexibility enabling easy integration and configuration of the application to suit the specific monitoring processes, audit checks and controls. The application is easily tailored to practically any type of communication business environment and can be continuously adapted as the providers' products, services and revenue streams evolve.



Fraud Management In Practise

FORIS FMS automates the collection of data from the OSS/BSS Systems and is easily configurable to interface with multiple data formats and enables FM department to define KPIs and threshold and monitor them to detect the Fraud.

FORIS FMS provides an integrated environment to support FM department in all aspects of their work and make their life easier and more convenient at fraction of the cost of the revenue risk.

There are three main processes involved in Fraud Management:

Investigation: Declaring an event or incident as fraud

Detection: How we find out that fraud is happening

Prevention: Controls or measures to avoid fraud

Fraud Control Measures: Generates Alarms, SMS, Email, Reporting and Monitoring

Common Types of Fraud

- Internal Fraud
- Subscription Fraud
- Recharge Fraud
- Value Added Services Fraud
- Prepaid Fraud
- External Fraud
- Interconnect Fraud
- Premium Rate Services Fraud
- Roaming Fraud
- Theft
- Payment Fraud
- Technology Fraud

FMS Case Management

The classification method used in the FMS case management allows a better characterization of the fraud phenomenon and enables a detailed reporting. The approach used is based on classification:

Motive: The fundamental objective of the fraud

Means: The nature of the fraud to satisfy the motive

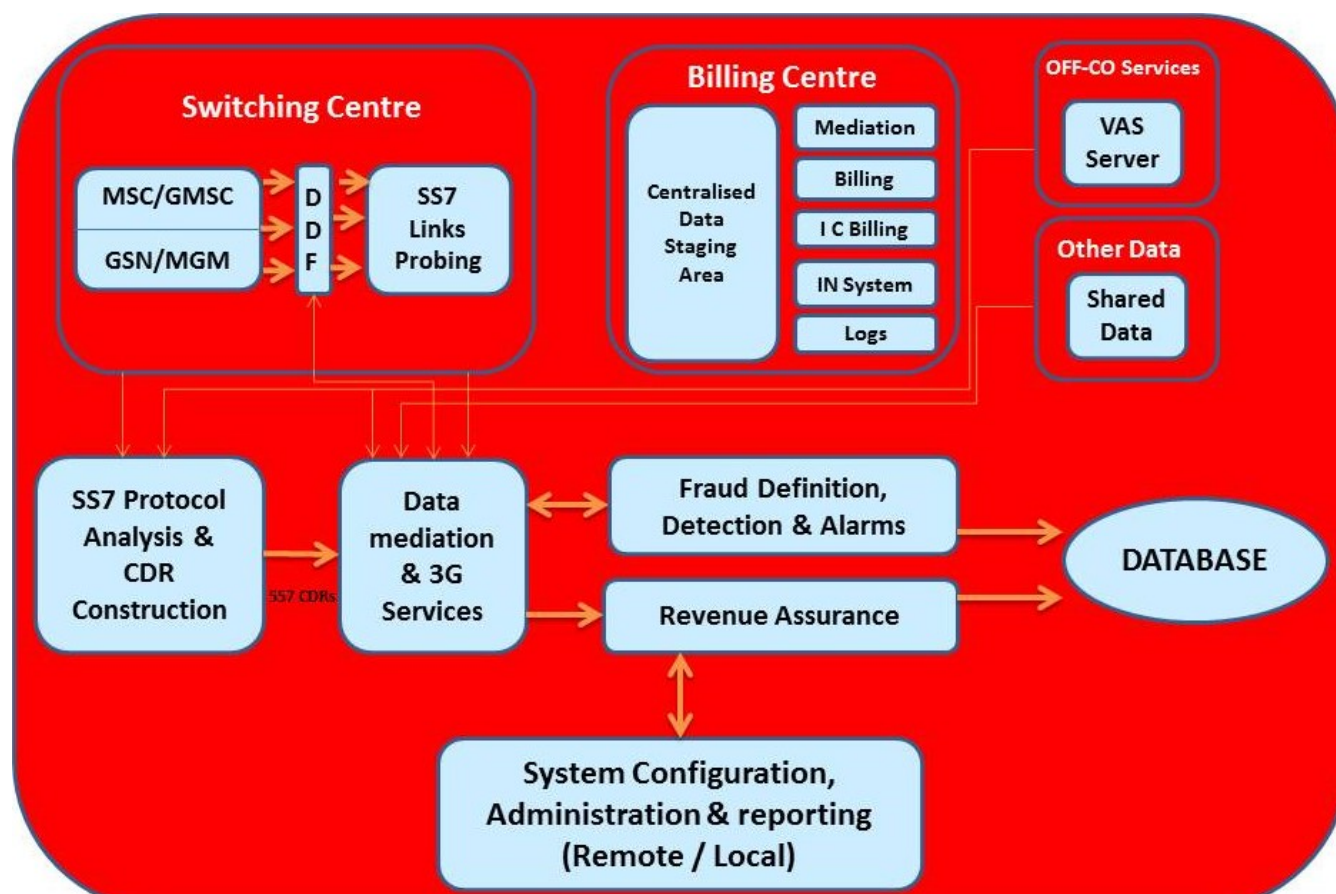
Method: The method used to conduct the fraud

FORIS FMS Features

- Fully integrated flexible solution with capability to handle heavy transaction volumes and collect data from different file types and data sources in different formats
- Measuring the success of the FM department by generating KPIs to maximize their productivity
- Enables FM department define thresholds and monitor business performance against them
- Once potential Fraud is detected, the integrated Case Management tool within FORIS FMS enables tracking of issues through to resolution
- FORIS FMS provides business performance information directly at the fingertips of senior management
- Independent and non-intrusive, thus avoiding additional load on network elements
- Allows unlimited number of Fraud Rules for detecting and protecting Fraud to be defined and automates the collection of data
- Easily Configurable interface allows straightforward integration with Network Elements, Probes and differing OSS, BSS, platforms and automated collection of multiple record and file types from these resources
- Supports pre and post-paid services, retail and wholesale business, usage and non-usage streams
- Fully web-enabled; allows Users to define thresholds, business rules and KPIs directly
- Reports discrepancies via alarms and notifications
- Gives the FM department a configurable Case Management facility to track the progress of cases under investigation across the business through to resolution
- Provides advance and dynamic dashboard reporting facility

Fraud Control Alarms

- SMS
- Email
- Reporting
- Monitoring



Technical platform

FORIS FMS is fully web-enabled allowing easy deployment within operators' business process environments.

FORIS FMS is highly scalable, uses standard technologies and can be deployed in both Windows and Unix environments running on either Oracle and SQL Server Databases.

Reporting and data retrieval employs OLAP standards to maximize efficiency.

Why SITRONICS TS?

FORIS FMS has been developed at SITRONICS TS' Revenue Assurance Competence Centre in Prague, which also provides comprehensive support for the application. In developing the system, SITRONICS TS has leveraged both the considerable experience of the company's FM Consultants and Professionals and long and unique experience in both the Telco OSS and BSS sectors.

SITRONICS TS has a proven record for delivering high end solutions which enhance performance and profitability to some of the largest fixed and mobile operators in the world.

As a firmly established and highly successful developer and vendor of both OSS and BSS products, SITRONICS TS has invaluable knowhow and insight into both elements of Telcos' businesses and the potential problems that lead to RA losses.

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