digital

Head-Start Solution Sets for Fraud Management

Bringing powerful fraud solutions to small and medium-sized providers

Wireless fraud poses a serious threat to the mobile telephony industry. But until recently, only the largest providers could afford to deploy advanced fraud management capabilities. Now DIGITAL "levels the playing field." Our Head-Start Solution Sets for Fraud Management enable small and medium-sized providers to implement a powerful fraud solution quickly, with minimal risk, and at a highly competitive cost.

With a Head-Start Solution Set for Fraud Management, you can quickly protect your business now and be ready for future growth.

These Head-Start Solution Sets are scaled for the differing requirements of new entries and small and medium-sized providers. Each solution set includes DIGITAL Fraud Management System (DFMS) software plus integration and project management services provided by DIGITAL Worldwide Services.

Because your Head-Start Solution Set is built around a pre-defined, pre-tested hardware/software configuration, you're assured of fast, smooth implementation and reliable operation. At the same time, integration services ensure that your solution is configured and customized for your operations.

Benefits

- *Maximize revenue and profits.* Accelerate implementation. Start reducing fraud-related losses as soon as possible.
- *Enhance detection.* DFMS technology ensures prompt, accurate detection for a wide range of fraud types.
- *Minimize your risk.* Pre-defined solution sets ensure reliable operation and predictable cost.
- *Create a customized solution.* DIGITAL tailors DFMS for your operational environment.
- *Grow gracefully.* Solutions can be enhanced with optional capabilities and scaled as your subscriber base grows.

By processing all call detail and subscriber data, DFMS detects the highest possible percentage of fraud incidents.

Fight back with the best tools available

Those who perpetrate wireless fraud are formidable adversaries: well organized, fast moving, inventive, and tireless. As soon as you detect and close off one avenue of fraud, they search for a weak spot to attack and exploit.

Their success can have a devastating impact on your business: consuming network capacity, increasing your remediation costs, cutting into revenues and profits (for example, forcing you to pay other operators for roaming charges you can't collect), and undermining customer confidence in your company. That's why it is so important to fight back with the most powerful tools available.

Now you can. With DIGITAL Head-Start Solution Sets for Fraud Management, small and medium-sized providers can deploy the same powerful fraud technology and methodology that larger operators have been using – with great success – for several years.

Our added value: DFMS

These Head-Start Solution Sets are built on DFMS (DIGITAL Fraud Management System), a powerful, flexible software technology environment that is used in more markets by more operators than any other fraud management approach.

DFMS employs sophisticated detection and analysis techniques to sort through a large volume of legitimate calls and quickly detect fraudulent behavior. DFMS then recommends corrective action and initiates counter-measures in keeping with rules that have been defined for your business.

Maximize fraud detection

DFMS helps you maximize your fraud detection capabilities. The system recognizes the many types of fraud – technical, subscription, internal, and hybrid –perpetrated in analog and digital networks. By processing all call detail and subscriber data, DFMS detects the highest possible percentage of fraud incidents. Because processing is done in near real time*, you often can respond to fraudulent behavior before the perpetrator takes evasive action.

* From the moment the mediation system hands data off to DFMS.

Improve analyst productivity

DFMS-based solutions enhance the productivity of your fraud analysts. For example, data filtering and reduction techniques minimize the number of "false positives" requiring an analyst's attention. By combining multiple pieces of evidence to create a unified case, DFMS speeds analysis and resolution. In addition, a Windows-based user interface reduces training requirements and ensures ease of use.

Adapt quickly to change

DFMS allows you to easily update system rules and decision parameters as your needs and business practices change and as fraud techniques evolve.

Our added value: Pre-defined solution sets

Head-Start Solution Sets for Fraud Management help smaller providers get up and running quickly with minimal risk. Each solution set has been pre-defined and tested for operators who fit a specific profile.

The Head-Start Solution Set "Entry" is an aggressively priced solution that supports two analysts. This solution set is suitable for operators who want to implement a pilot program or manage a small network of up to 100,000 subscribers.

The Head-Start Solution Set "Small" supports up to four analysts and a network of up to 300,000 subscribers.

The Head-Start Solution Set "Medium" supports up to six analysts. It is intended for mid-size operators who are projecting high growth and need to manage a subscriber base of up to 750,000.

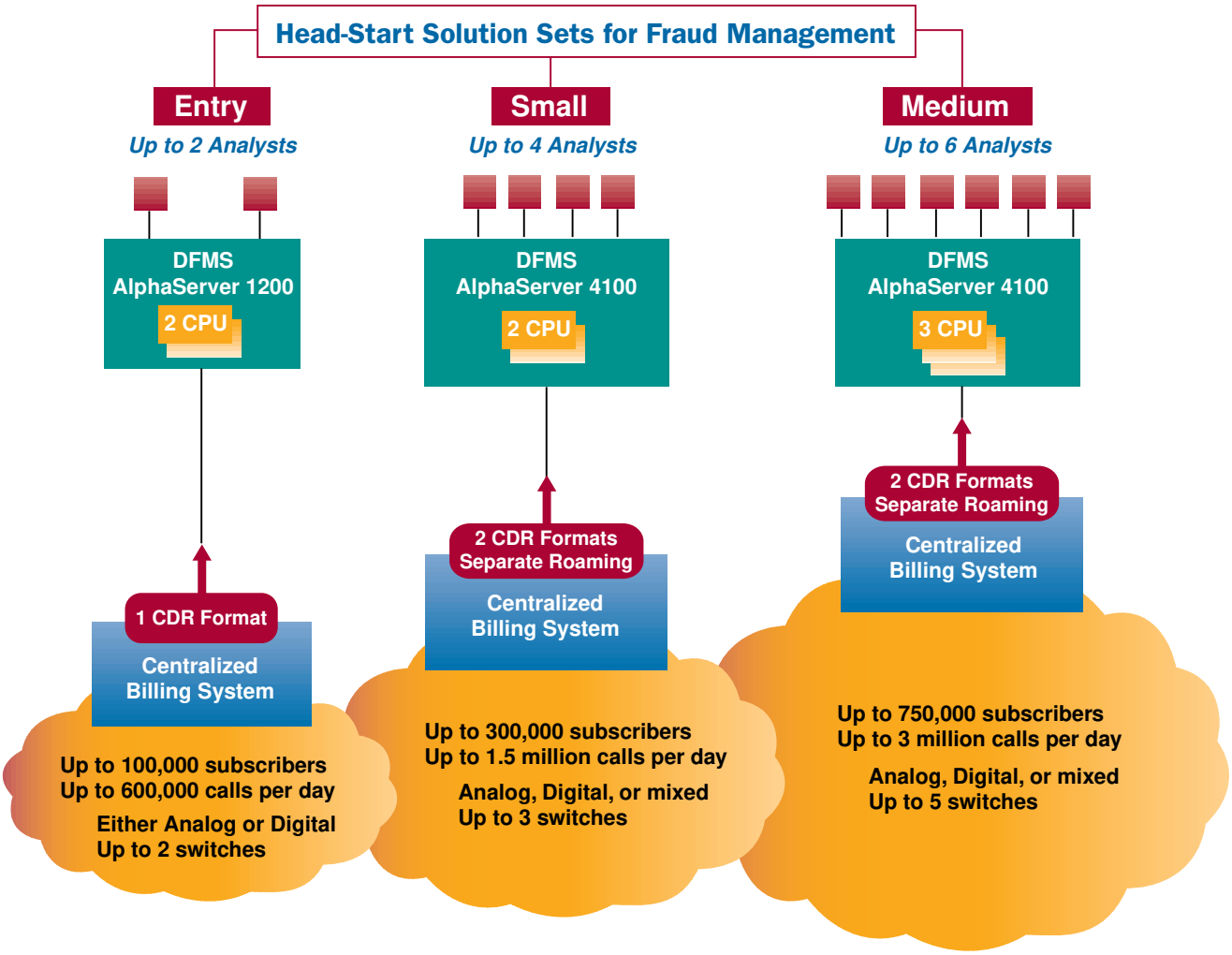
Note: If these solution sets do not meet your requirements, DIGITAL can help you architect, design, and implement a fully customized DFMS-based fraud solution.

Our added value: Integration services

Integration and project management services are a significant and essential component of these Head-Start offerings.

Integration services help ensure that DFMS is fully customized for and integrated with your technology and business environment and operations. Project management provides you with a single point of accountability and communication for your fraud management project. Taken together, these services ensure that your solution will be up and running smoothly before DIGITAL hands off operations to your staff.

DIGITAL fraud management solutions support carriers with more than 20 million subscribers on four continents.



Our added value:
A proven methodology
The DIGITAL fraud methodology – developed through long experience working in a wide range of customer settings – enables us to quickly gain an understanding of your business so we can precisely tailor DFMS to your unique goals, technology environment, and operations. A DIGITAL team will do the following:

Business analysis and design: Assess your current procedures and tools, evaluate your organizational readiness for fraud management, and help you formulate an overall fraud management strategy

Technical analysis and design: Develop a DFMS integration strategy, create a data interface specification and functional specification, and finalize an implementation plan.

Solution development: Design, code, and internally test the call record interface and subscriber interface. Create customized documentation and training materials, and finalize acceptance criteria.

Solution delivery: Install and configure the hardware, operatng system, and database; install and integrate DFMS; perform integration testing; and conduct training and initial system tuning.

Project management: Overseeing all these activities, a DIGITAL project manager ensures on-time, on-budget delivery of your solution.

Our preferred platform: An AlphaServer system

To ensure fast implementation and trouble-free operation, each Head-Start Solution Set for Fraud Management runs on a pre-defined, pretested DIGITAL AlphaServer/UNIX platform. These systems are configured with multiprocessing capabilities to handle the high data volumes required to perform fraud detection and analysis in near real-time. The 64-bit Alpha architecture delivers the highest levels of performance, scalability, security, and reliability in the industry.

To further ensure the availability of your fraud management environment, we offer Business Critical Support, which includes 24x7 remedial support, committed response times, a named technical account manager, a dedicated support team, and proactive measures such as availability audits.

Enhance your core solution

These Head-Start offerings are well-defined but not confining. As your needs change, DIGITAL can help you can enhance your fraud management solution with options that include:

- Additional processing power and software licenses to support a growing subscriber base
- Additional PC user stations for fraud analysts
- Assistance incorporating additional switches, CDR formats, and data feeds into your solution
- Services to integrate your fraud management solution with legacy and foreign systems.

Why choose DIGITAL?

Fraud expertise

The DFMS software, our fraud management methodology, and our expert consultants embody DIGITAL's extensive expertise in fraud deterrence, detection, analysis, and remediation. A customer-proven product now in its fifth release, DFMS offers best-in-class capabilities, features, and benefits.

Experience

DIGITAL has more than five years' experience architecting, designing, implementing, and supporting fraud management solutions for telecommunications service providers. We have installations on four continents, supporting more than 20 million subscribers. Our successes include one of the largest networked fraud management installations in the world.

Infrastructure expertise

DIGITAL has worked with hundreds of wireless, wireline, and cable operators around the globe, helping them successfully implement a wide range of capabilities, including:

- Industry-focused solutions for customer care and billing, telecommunications management networks(TMN), and intelligent networks(IN)
- Horizontal technologies such as Internet/intranet, mail and messaging, and data warehousing
- Infrastructure and commerce solutions for Internet service providers (ISPs).

Head-Start Solution Sets for Fraud Management capture our relevant expertise in all these areas and put that expertise to work for you.

In addition, as the top-ranked systems integrator in North America* and one of the top five in the world, we can help you deploy these Head-Start capabilities at optimum speed and with minimal risk, wherever you do business.

Take a closer look

Is a Head-Start solution the right choice for you? There's just one way to find out. Call your DIGITAL Account Manager today. He or she can arrange for you to meet with a specialist from the Communications Industry Solutions practice of DIGITAL Worldwide Services. We welcome the opportunity to discuss your fraud management challenges and present some of our recent successes.

In the meantime, we invite you to visit us at our Web site at *www.digital.com/services/cis*

*In a 1997 *Computerworld* customer satisfaction survey

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