



# Proteus® Fraud Guard



Proteus® Fraud Guard from CTI Group constantly monitors voice systems to provide a solution that covers the entire process of fraud detection and prevention.

## Overview

Fraud Guard is an add-on module for the Proteus® family of call accounting & reporting solutions. With comprehensive monitoring and reporting, it provides a flexible way to control voice costs and guard against the misuse and abuse of voice systems.

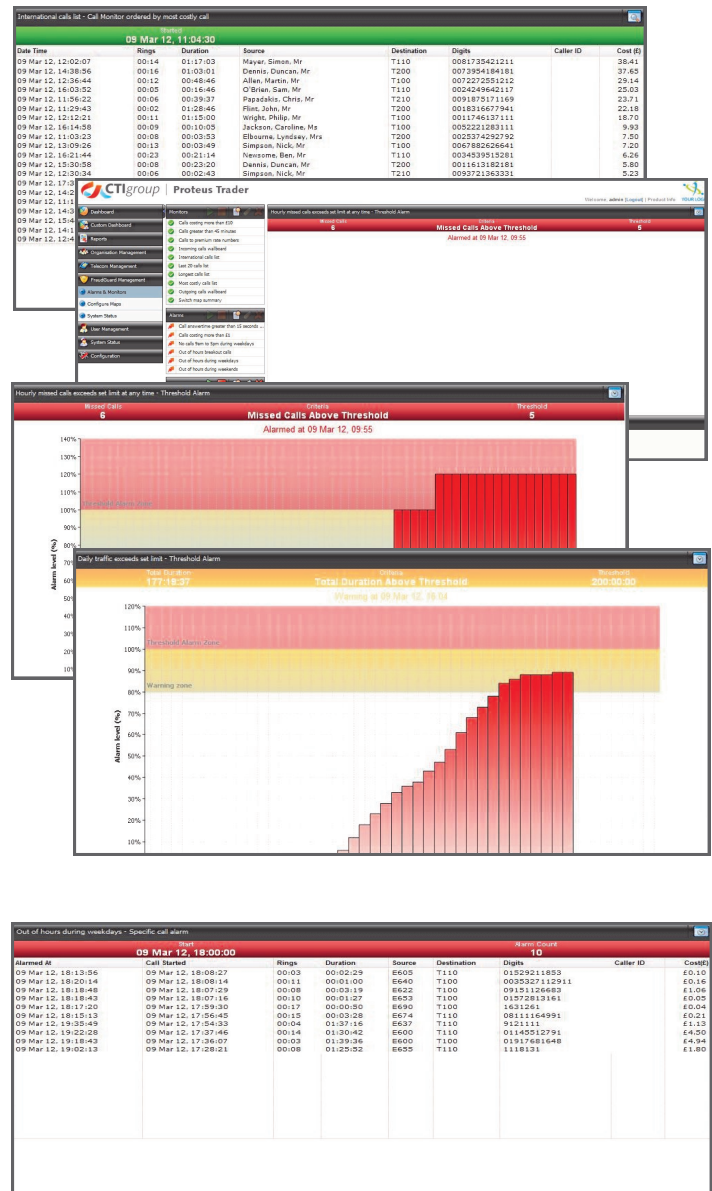
It offers high quality, real-time monitoring of activities such as incoming, outgoing, international and out of hours calls, together with 24 x 7 monitoring of a voice network's status. Its rich graphical representation and easy interpretation lends itself to wallboard presentation.

Fraud Guard provides three types of monitoring:

- **Call Monitors** - Display user-defined lists of calls in chronological order.
- **Alarms** - Triggered by user-defined telephonic events, provide instant notification of telecom usage that may adversely impact or effect the running of a businesses' voice systems.
- **Threshold Alarms** - Allow businesses to set warning levels (60% - 90%) that trigger before the actual alarm level is breached.

Telephone fraud and hacking is estimated to cost companies 5 billion in the UK and more than 40 billion a year worldwide.

Industry experts agree that solutions such as Fraud Guard can often provide valuable early warning of an attack.





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## Key Business Drivers

Even businesses that are already enjoying the benefits of a Proteus<sup>®</sup> solution will appreciate the enhanced monitoring and control provided by Fraud Guard.

Traditionally, Proteus<sup>®</sup> is used to analyse historical call traffic, for example investigating calls made by individual departments at the end of each month. This means that businesses don't always have the immediate, hands-on control they need to manage their on-going communication costs.

SMEs through to large multi-nationals across the wide range of vertical markets, including public sector, finance, professional services and manufacturing, appreciate the additional level of awareness provided by Fraud Guard. By setting limits on costs or individuals, departments and cost centres, they are notified as those limits are approached and if they are subsequently breached.

## Control Costs and Usage

- Identify excessive personal telephone calls
- Set expected spends for individual carriers
- Monitor calls made outside normal business hours
- Monitor switches for no calls during a set period

## Improve Customer Service

- Set targets for key performance indicators, like time to answer and length of call
- Be informed about events such as long ring times and unanswered calls that adversely affect customer service levels.

## Application Benefits

- Sophisticated web browser based, dashboard-style interface
- Highly granular access policies, defined and limited by the system administrator, allowing secure access
- Compatible with all traditional PBXs and VoIP telephony solutions
- Immediate, proactive warning of potential fraud
- Efficiently manage potential fraud cases from detection through to notification of the correct authority
- Improvements in operator and help desk response times through active monitoring
- Reduce costs by identifying expensive calls as they happen
- Provide up-to-the-minute projections to control costs and improve budgeting
- Monitor switches to confirm that they are functioning correctly
- Calls exceeded particular thresholds such as cost, duration and volume
- Control costs with up-to-the-minute billing projections
- Rapidly identify new patterns and refine fraud alerts
- Notification of events via screen-pop, email or SNMP trap

## Fraud Activities Identified

- **DISA**—Direct Inward System Access
- **Dial Through Fraud**—Call forwarding, voicemail and auto-attendant
- **War Dialling**—Large numbers of short duration incoming calls
- **Network Breakout**—Trunk to trunk calls
- **Suspicious Activities**—Calls to the maintenance port and unexpected locations.