

# #HelloBPS

Win ideas from #TechMBPS!



## Customer Ask:

“I want to prevent the loss I incur due to fraudulent activities. How can Tech Mahindra help?”

### 1 We understand the problem...

Our client (a telecom and internet service provider in Europe) faced a growing problem – fraudsters were using fictitious identities to acquire new devices or take out contracts without the intention to fulfil their payment obligation.

They were losing high end mobile devices per year due to these fraudsters and incurred the liability of upgrade reversals, fraud churn, charge back, write offs etc.

For a growing business, controlling this revenue leakage was a MUST!



### 3 ...the client was happy with the results...

Saved **40,000+** premium devices



**US\$ 27.5mn** over 4 years



### 5 Key Takeaways...

Due to the rapid transformations in the way social interactions occur today, there is an increasing dependency on IT systems.

It is therefore important for organizations to be aware of the different types of threats that exist.

Processes should focus on early reporting in case of suspicious activity and prompt action henceforth.

Our strengths lie in changing the processes and systems that lead to fraud.

## TechMighty:

“Sure. Let me share how our #TechMBPS team helped a telecom service provider reduce fraud related to box breaking.”

### 2 Our solutions save the day...

Delivering the mobile devices to the customers on time remains the key objective of the supply chain management.

We designed a unique process with additional controls at the contact center and a subsequent supply chain process to counter the fraudulent attempts to gain high-end expensive mobile devices.

Our simple yet effective 3-step methodology:

**Human analysis and rule builder:** Our fraud analysts quickly defined each discrete fraudulent pattern and added them to the detection model. They continue to evolve and monitor trends to highlight suspicious behavior and update the rules on real time basis

**Simplify supply chain processes to stop the device delivery in real-time**

**Restore the status quo (take care of customer and business)**

Ultimately, our fraud prevention framework became an integral part of the client's business model, allowing the organization to grow their base without fear of fraud.

### 4 and said...

“Awesome; well done guys. This project has earned us recognition from the Head of National Mobile Phone Crime Unit... mentioning (that) ours is the only network with a robust fraud prevention mechanism which has resulted in maximum fraudsters being caught and charged.”

