NICE · ACTIMIZE

# Solution Suite for Enterprise Fraud Management

## Fraud & Authentication Management

# Customer-Centric Solutions for a
# Holistic Approach to Real-Time Fraud Detection & Prevention

## Evolving Market and Fraud Trends Require Adaptable Fraud Management

### Enhanced customer experience

FIs must ensure that inbound customer experience and outbound risk management are uniform across all channels.

An omni-channel or channel agnostic approach to fraud management enhances the customer experience.

### Evolving fraud threats

Fraudsters seek to exploit the weakest link, increasingly targeting mobile channels, commercial and private banking divisions.

Flexible, expandable and future proof controls are required to manage constantly changing fraud and cyber attacks.

### Convergence of compliance and risk

Regulators are increasingly focusing on FI's fraud operations, requiring detailed insights into fraud models and processes.
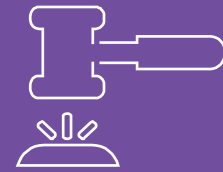
Understanding rules, models and processes are key to ensuring regulatory compliance.

## Actimize Enterprise Fraud Management Solution Suite

Actimize's market-leading Enterprise Fraud Management Solutions enable organizations to deliver real-time, customer-centric fraud prevention that supports a holistic, fraud management program. The Actimize open platform provides effective fraud controls for modern real-time payments whether from retail, commercial or emerging payment environments.

### Defend Across the Enterprise

Focused, profile-based analytics detect and prevent fraud across multiple channels and allow organizations to quickly respond to rapidly evolving fraud patterns and a changing regulatory environment.

### Reduce Fraud Losses & Reputational Damage

Consolidated account and customer level alerts, cross-channel investigations, and effective reporting and query tools reduce false positives and enhance investigations. In addition, the automatic filing of SAR alerts improves operational efficiency.

### Enhance Fraud Controls

Rich cross-channel data including mobile image capture assessment is supported by a proven library of deposit fraud analytic risk models and combined with a holistic view of the customer to ensure stronger controls on check deposit fraud activity.

# Actimize Enterprise Fraud Management

Based on a flexible, open platform that enables data sharing, leverages model efficiency and allows integration of outputs from multiple solutions to enhance and enrich fraud scores.

## Transaction Data Management

Integrate transactional data, including payments and events, and enable seamless data sharing across channels and lines of business with Actimize's advanced data management capabilities, enrichment, and mapping. Support every step of the fraud management lifecycle with rich decision-making context and an integrated database that stores all transaction-related data.

## Risk Hub Framework

Manage the fraud and cybercrime ecosystem within one environment. Aggregate inputs from multiple channels, systems, and vendor solutions through the Actimize risk hub which ingests information, enriches scoring activity, provides consolidated alerts, and reporting in addition to providing a holistic view of fraud risk across the business.

## Expert Driven Machine Learning Analytics

Fully understand entity behavior and track activity across channels with comprehensive profiling capabilities. Actimize analytics rely on a library of several hundred predictive risk features, developed in the field on a broad customer data-set to solve a wide array of common and complex fraud scenarios and incorporated into machine learning models to provide the best fraud detection rates. Optimize your detection analytics by continuously leveraging machine learning and consortium intelligence through a cloud-based managed service.

## Open Platform with User Friendly Tools

Create and configure models quickly, in response to new and evolving threats, via the user friendly tools on the Actimize integrated fraud management platform without the need for IT or vendor resources.

## Customer-Centric Fraud Decisioning

Determine interdiction, authentication, and contact strategies with rule-based fraud decisioning. Consider customer behaviors in context, for example, fraud score, customer lifetime value, transaction type and amount, and other factors to create effective fraud strategies that detect and prevent fraud while optimizing customer experience.

## Integrated Fraud Operations Management

Utilize a flexible operations interface which allows for efficient alert routing and prioritization, workflow management, fraud tagging, documentation, investigations, and reporting. Support one call resolution and consolidate investigation resources across financial products and business units for effective fraud protection.

# Actimize Enterprise Fraud Management Solutions

**Omni-Channel Protection for Retail Banks**
Provides end-to-end digital banking fraud protection which enables institutions to detect and catch fraudulent activities with multi-channel - including web, online, mobile, Open Banking, branch, IVR, and contact center - cross-transaction, cross-payment type fraud detection capabilities.

**Omni-Channel Protection for Commercial/Wholesale Banks**
Specifically designed for the commercial and wholesale banking environment with customer-centric fraud detection that supports end-to-end fraud management and offers protection for specific payment types including: Bulk Payments, ACH, BACS, SEPA, and Payroll Batch.

**Omni-Channel Protection for Private Banks**
Addresses the complexities facing the high and ultra-high net worth customers of private banks, applying targeted analytics to identify fraudulent payments among the legitimate transactions which are processed by these clients.

**Payment Gateway Protection**
Provides real-time fraud monitoring for all payments transactions before they leave the banking environment to travel onto payment rails, as well as monitoring of inbound transactions. The solution applies payment level analytics that seek out anomalies in transaction patterns and flows without need for channel data.

**Open Banking Fraud Protection**
Protects from the fraud risk posed by the Open Banking or API channel. The solution provides advanced analytics designed to detect account takeover and social engineering attacks in an Open Banking environment and includes dedicated operations.

**Deposit Fraud**
Analyzes risk across silos of data and lines of business and consolidates suspicious activity notifications into account and customer level alerts allowing real-time decisioning from a holistic view of the customer to safely accelerate fund availability and enhance customer satisfaction.

**Card Fraud**
Customer-centric, cross-channel, and cross-product fraud detection which protects ATM, PIN and signature POS, and Card-Not-Present transactions using a proven library of key risk indicators, multiple detection components, risk models, and customer and account profiling.

**Authentication Orchestration**
Allows FIs to manage their customers' authentication processes across all channels with real-time, risk-based decisions. The Actimize Authentication-IQ solution acts as the brain behind holistic management of multiple authentication methods, improving customer experience, and enhancing fraud detection.

**Employee Fraud**
Detects fraudulent and non-compliant employee activity across the enterprise, business lines, and channels, providing protection from monetary losses, risk, and reputational damage.

# Why NICE Actimize

Safeguarding the financial industry by preventing, detecting, and investigating financial crimes

## Focus

Focus exclusively on fraud detection and prevention, with deep domain expertise

## Complete

Unified platform and operations with enterprise fraud coverage

## Experience

Promoting operational and cost efficiency through management

## Single View

Single view of financial crime risk allows you to safeguard your clients and grow your business

# About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers and investors assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.