

Case study

This study was conducted at a retail bank to examine the effects of NetGuardians' machine learning-based risk platform compared to the rule-based control environment previously implemented by the bank. Bank's payment transactions over different digital and non-digital channels were analyzed over the period of 12 months.

The results show that NetGuardians' machine learning-based risk platform significantly reduced the number of false positives that bank staff had to manage every day, decreased operational costs, and improved real fraud identification rate. Less customers were called back improving the customer experience while enhancing better protection.

Because NetGuardians' machine learning-based platform leveraged not only on limited rule-based data set but also on Big Data, it could unlock new fraud types that were previously never discovered by the bank.

CONTEXT



Data: Bank's 12-months control environment



Number of bank transactions: +10 million unique payments



Previous rule-based control environment could analyze only 32% of unique payments



NetGuardians' machine learning risk platform 100% - Analysis of all unique payments

RESULTS



83% reduction in the number of false
positives compared to the previous rulebased control environment



93% reduction in fraud investigation time



118% all fraud cases caught by the previous rule-based control environment also detected by NetGuardians. Plus, new fraud cases are discovered.

BENEFITS



Reduced operational costs



Improved customer
experience thanks to less
customer call-backs



Reduced fraud risks



Enhanced protection