

CASE STUDY

Implementation of fraud detection system for a Czech bank

The bank faced challenges in meeting demands for the revised Payment Service Directive, covering instant payments and priority payment fraud validations, and cost authentication (type, frequency).

The system CGI implemented is used to score bank transactions and detect suspicious and fraudulent transactions.

Value delivered

- Authentication rate for online channels reduced by 95%
- Authentication sustained for 90 days in some cases
- Automatic response to compliant behavior and greater efficiency
- Maintenance of entire AML/fraud detection system from one place (one UI)
- Holistic view of customer for investigation purposes; information shareable for investigation by different teams/departments
- New types of validation to improve efficiency (device, behavior, cluster, or machine-learning based)



Fraud, CGI HotScan, fraud detection system, security, risk, payments, KYC, AML

Country: Czech Republic

Industry: Banking