



Fraud Consultancy Services

Smooth sailing for your fraud operations

- Leverage domain expertise
- Increase ROI
- Optimize cost
- Improve business efficiency



Introduction

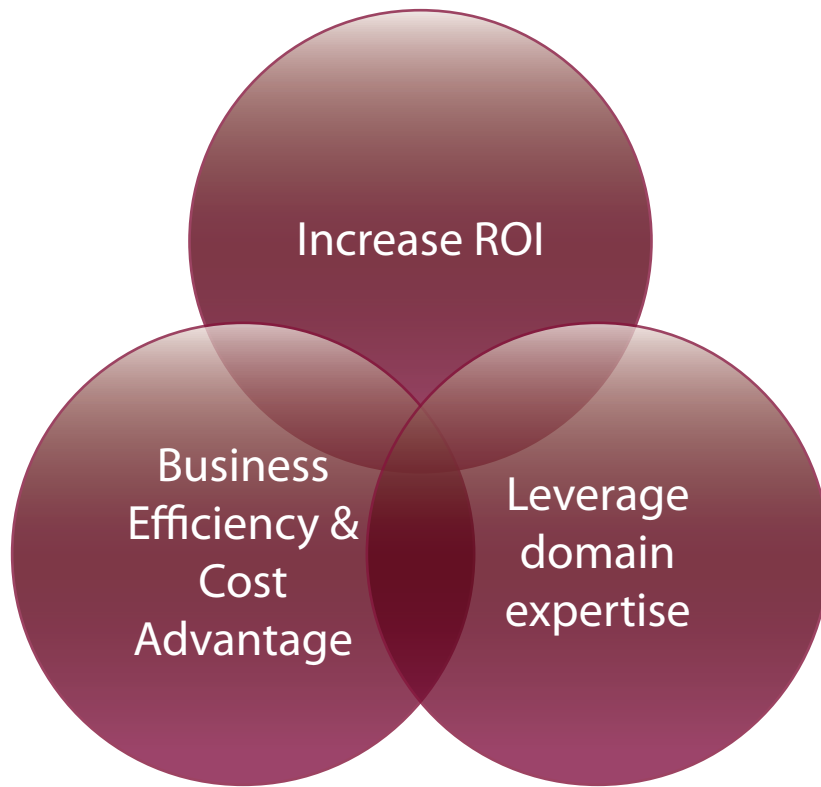
The telecommunications industry is evolving at a rapid rate and so is telecom fraud. In such a dynamic market it is imperative that operators periodically review their systems and processes in order to ensure they are able to face new, innovative frauds and continue to obtain required Return on Investment (ROI) from their Fraud Management function.

Failure to monitor, review, assess and address system and operational effectiveness can, over time, lead to:-

- *reduction in fraud detection rates;*
- *increase in false alarms;*
- *increased fraud run-times, with corresponding increase in financial loss;*
- *increase in ineffective or dormant fraud rules;*
- *outdated or irrelevant reference material inputs;*
- *lack of focused targeting of resources to deal with changing priorities;*
- *lack of communication between fraud team and other departments.*

Tracking some of the above metrics on a regular basis gives operators a clear understanding of when and how often they need to fine-tune their FMS and related tools/operations.

Subex, a global leader of OSS/BSS solutions has fraud management installations at 100+ operator locations spreading across more than 200 networks worldwide. With such a large installation base, Subex has accumulated significant and focused understanding of fraud, how it manifests itself in a telecom operator's environment, and best practices in the prevention, detection and management of Fraud. Subex's consultancy service offerings are designed in such a way so as to pass this deep experience and domain expertise to telecom operators and help them effectively mitigate and manage the impact of fraud on their business.



Increase ROI

Subex consultants can assess the operator's Fraud Management function as a whole or provide targeted analysis on key elements, such as the Fraud Management System. They can deliver assessments and action plans which assist operators in identifying unmitigated fraud risks and provide recommendations on how to increase the efficiency of the Fraud Management System.



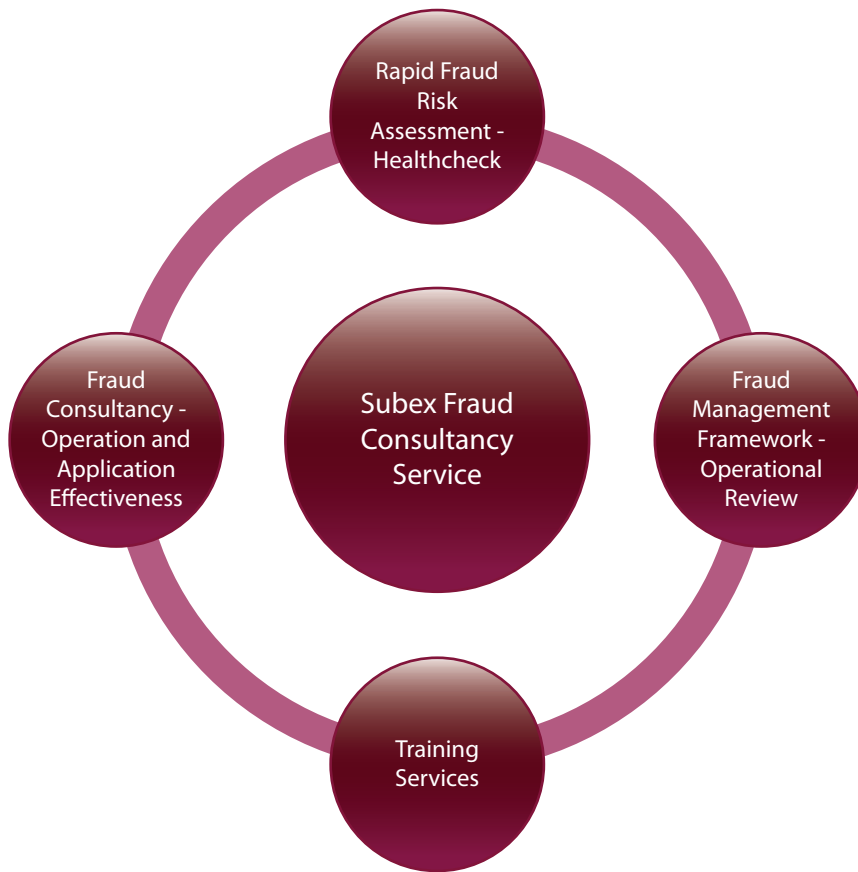
Business Efficiency

Subex consultants help operators implement current industry best practices and work with them to achieve optimum benefit from the available resources at their disposal. Subex also helps CSPs divert their scarce resources to critical business functions resulting in better resource utilization and improved business efficiency.

Leverage of Domain Expertise

Subex has vast experience in executing some of the largest and most complex installations for CSPs across the globe. Subex's strength in terms of its sound process knowledge has helped all types of operators - small or large - to streamline their fraud operations and reduce their costs. This expertise and trust, accumulated over many years, is made available for operators to utilize.





Fraud Risk Assessment (Healthcheck)

The Fraud Risk Assessment focuses on identifying new or existing telecom fraud risks specific to the operator. It also examines existing controls aimed at preventing or detecting fraud and assesses their effectiveness.

The 3 key phases of the Healthcheck are:-

- Identification of Telecom Fraud risks.
- Classification of risks.
- Response to Telecom Fraud Risks.



Fraud Management Framework – Operational Review

The Operational Review service utilizes the domain expertise of highly experienced fraud professionals to assess and refine the customer's existing processes so as to maximize the functional effectiveness of the unit and minimize revenue loss. The following activities are included in this service:-

- Review of Fraud Management Policy set.
- Review of end to end Fraud Policies and Procedures
- Review of Fraud Management operations.



Training Services

Subex provides operators with "An Introduction to Telecoms Fraud". This event provides customers with a definition of Telecommunications Fraud; its impact on operators (direct & indirect), and the potential cost to the industry.

The course explains how different types of fraud are committed and how they may manifest themselves in the operator's network. It looks at the key preventative measures and provides an insight into some of the latest industry fraud trends/threats.

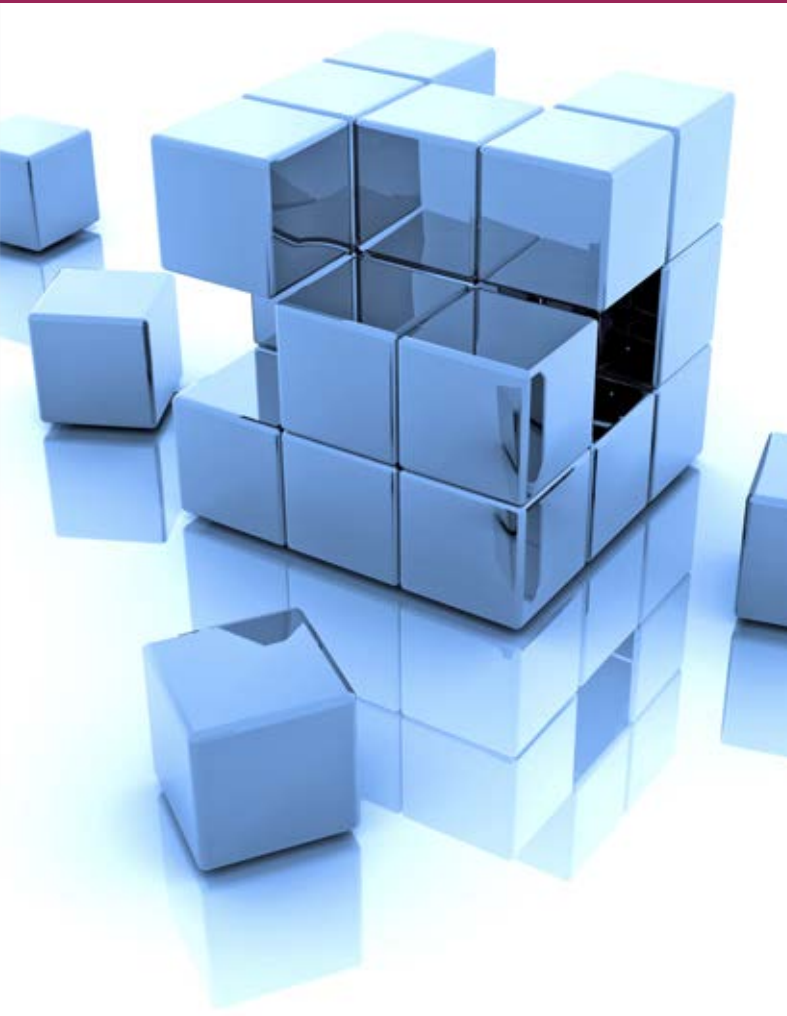
Subex Training courses are designed to provide an interactive experience to the attendee. The modular nature of the content allows each session to be tailored towards the attendees' specific domain areas. Courses are delivered by experienced trainers who share their extensive industry knowledge with attendees. Learning Objectives are re-enforced throughout the course via the use of practical sessions and proof of learning exercises.



Fraud Consultancy – Operational and Application Effectiveness

It is essential for all Telcos that their systems and operations remain highly effective in the fight against fraud. Scrutiny of ROI is very important for organizations investing in new systems. Fraud consultancy from Subex enables operators to call upon highly experienced fraud practitioners to help them gauge their system and operational performance. The fraud practitioner will set up regular reviews to discuss application and operational effectiveness and performance measurement. These reviews support the Operational management team in ensuring that performance is carefully monitored and appropriate countermeasures are rolled out to ensure rapid resolution of issues. Subex understands that operators may have different requirements and hence supports both standard and bespoke variants of the service.

A key element of the Application Effectiveness service is the Rules Review, which focuses on the specific rules and related configuration of the ROC® Fraud Management Solution. An assessment is made of the current deployment of rules within the system, looking for weaknesses and gaps in the number and quality of rules, or their thresholds. The output from a Rules Review is a report containing findings and recommendations for improvement.



Subex Limited is a leading global provider of Business Support Systems (BSS) that empowers communications service providers (CSPs) to achieve competitive advantage through Business Optimization - thereby enabling them to improve their operational efficiency to deliver enhanced service experiences to subscribers.

The company pioneered the concept of a Revenue Operations Center (ROC®) – a centralized approach that sustains profitable growth and financial health through coordinated operational control. Subex's product portfolio powers the ROC and its best-in-class solutions such as revenue assurance, fraud management, credit risk management, cost management, route optimization, data integrity management and interconnect / inter-party settlement.

Subex also offers a scalable Managed Services program and has been the market leader in Business optimization for four consecutive years according to Analysys Mason (2007, 2008, 2009 & 2010). Business optimisation includes fraud, revenue assurance, analytics, cost management and credit risk management. Subex has been awarded the Global Telecoms Business Innovation Award 2011 along with Swisscom for the industry's first successful Risk Reward Sharing model for Fraud Management.

Subex's customers include 16 of top 20 wireless operators worldwide* and 26 of the world's 50 biggest# telecommunications service providers. The company has more than 300 installations across 70 countries.

*RCR Wireless list, 2010
#Forbes' Global 2000 list, 2010



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