

Major High-Street Bank is Benefitting from Advanced Call-Fraud Protection with Call Shield

Security breaches and fraudulent calls are increasingly common in susceptible sectors like finance. With Call Shield, you get an essential layer of protection from fraudulent calls. This advanced solution effectively counters these threats, safeguarding your communications and customer trust.



Real-Time Suspicious Call Identification:

Call Shield identifies suspicious calls instantly, providing immediate protection against potential threats to secure the bank and its customers.



Enhanced Verification Process: Integrates with the bank's phone system, requiring callers to input account details and date of birth for added security verification.



Beyond Fraud Prevention: Prevents data mining by blocking automated dialers or bots, reducing the value of stolen data on the dark web and its utility in fraud attacks.

Use Case: Sustained Attack Identification

Our monitoring tools have detected sustained periods of repeat calls from a small volume of callers, indicative of data mining. For instance, Call Shield has highlighted 665 calls from the same number in a six day window, all with a similar duration of around 60 seconds, targeting one of the banks. These calls all hit the bank's self-serve systems and were identified as part of a potential data mining operation.

Advanced Call Analysis

Call Shield's capability extends to linking repeat calls from the same source, enhancing the detection of persistent threats. This feature has identified significant volumes of repeated calls from withheld numbers, addressing both security concerns and operational efficiency by alleviating unnecessary call-handling capacity.

- ▶ In one notable instance, Call Shield identified 11,420 withheld calls on one of the bank's incoming numbers in just seven days. A deep analysis revealed that 421 of these calls came from the same source, highlighting the persistent nature of these threats.

11,420

Withheld Calls Identified on 1 Line in 7 Days

421

Calls Coming From the Same Source

The Financial Benefits

Utilizing Call Shield not only prevents direct financial loss from fraud events but also protects the institution from operational and reputational damage. The ability to identify and thwart data mining operations before they escalate into more significant threats is invaluable.

Contact us today to learn how Call Shield can protect your operations and customer data from the most advanced threats.



0161 444 3333



sales@ivosys.com



New Bridgewater House,
Mayfield Avenue, Worsley,
Manchester, M28 3JF