



ROC[®] Fraud Management for Wholesale

Introduction

Wholesale Carriers can expect to lose an average of 2% of their revenues to fraud – sometimes significantly more. That represents about USD 6.12 billion globally last year.

That is only the tip of the iceberg. In many cases, whilst the wholesale carrier may be inadvertently carrying fraudulent traffic, they are not always going to be the ones who lose the money once the billing/collections process kicks in. It may be the partners or resellers of the carrier who are at risk.

Subex ROC Fraud Management Solution for wholesale carriers is intended to prevent and minimize effective fraud losses that may be perpetrated by other communication service providers up or down stream from them. In addition, the solution allows the carrier to offer fraud management/high usage services to its partners/resellers so they can monitor their own customer base.

ROC Fraud Management system is built on a 3-step philosophy of Detect-Investigate-Protect. ROC Fraud Management detects known fraud types and patterns of unusual behavior; supports investigation of new and unusual patterns for potential fraud, and uses the knowledge thus gained to protect against future intrusions by tweaking detection rules and business processes.

Broadly, ROC Fraud Management for Wholesale covers the following services:

- Wholesale Voice
- Enterprise Voice traffic on wholesale footprint

As part of covering these services from a fraud management perspective, Subex brings its experience with other carriers, including several wholesale carriers, to configure and set up the system accordingly. This set up enables carriers to identify and investigate fraud quickly, as well as produces operational reports showing the effects of fraud and the fraud management practice.

The solution covers all major types of frauds and utilizes the experience of investigating and finding fraud to tune the system to find fraud continually more effectively as time goes on.

Business Benefits

ROC Fraud Management for Wholesale is designed to protect wholesale carriers primarily against fraud losses, both direct and indirect. The direct losses arise as the result of False Answer Supervision and Long Firm Fraud cases, with indirect losses occurring as the result of fraud types such as International Revenue Share Fraud and Bypass Fraud. In addition to this important financial protection, the solution protects the network and supports quality of service, by reducing the amount of fraudulent traffic transiting across the carrier's network.

A further area of protection is around the carrier's reputation in the industry, as the solution allows carriers to establish themselves as an ethical organization, committed to reducing fraud – this can provide a significant advantage when dealing with new partners. Finally, the solution protects a wholesale carrier's resources, as less time will be spent on long-winded and complex disputes relating to fraud.

Benefits to Carriers

- Prevent fraud occurring within the network
- Minimize run times and associated revenue losses when it does occur
- Provide carrier with a value-add service to its partner/reseller base, which will differentiate it from other carriers vying for the same traffic
- Reduce billing complaints/disputes and costs associated with these
- Provide a potential revenue stream from selling services to partners/resellers
- Improve end to end quality of service which may otherwise result in complaints or disputes
- Improve Customer Satisfaction results

Benefits to Partners

- Prevent fraud occurring within the customer base
- Minimize run times and associated revenue losses when it does occur
- Provide early warning of fraud or unusual behavior which can help CSP to warn customers who may be victims and reduce their loss
- Reduce billing complaints/disputes and costs associated with these
- Reduce QoS complaints from customers who may be receiving calls which have bypassed proper routes
- Improve Customer Satisfaction results for your customers

About Subex

Subex Limited is a leading global provider of Business and Operations Support Systems (B/OSS) that empowers communications service providers (CSPs) to achieve competitive advantage through Business and Capex Optimisation - 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, asset assurance, capacity management, data integrity management, credit risk management, cost management, route optimization and partner settlement. Subex also offers a scalable Managed Services program with 30 + customers.

Subex has been awarded the Global Market Share Leader in Financial Assurance 2012 by Frost & Sullivan and has been the winner of Pipeline Innovation Award 2013 in Business Intelligence & Analytics; Capacity Magazine Best Product/ Service 2013. Subex has continued to innovate with customers and have been jointly awarded the Global Telecoms Business Innovation Award for 2014 with Telstra Global for Business Service Innovation and in 2012 with Idea Cellular for Managed Services and in 2011 with Swisscom for Fraud Management.

Subex's customers include 29 of top 50 operators* and 33 of the world's 50 biggest# telecommunications service providers worldwide. The company has more than 300 installations across 70 countries.

*Total Telecom Top 500 Telecom Brands, 2013

#Forbes' Global 2000 list, 2013

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