



Data Sheet Fraud Prevention

Tools to Protect Your and Your Customers

Integrated & Powerful Systems, to Protect

Alianza's cloud communications platform provides an integrated fraud prevention system to help service providers **minimize fraud exposure and maximize profitability.**

Fraud can cost service providers significantly in terms of dollars and negative brand impact. Alianza provides a combination of prevention policies and rules along with **threshold-based alerts and reports** that detect and alert service providers to various forms of fraud.

These tools are managed via a combination of the Alianza support team and the Admin Portal, a comprehensive web-based management portal for service provider staff, and are further augmented by **monitoring and analysis** conducted in Alianza's Network Operations Center (NOC) to detect and respond to fraud.

Given a majority of issues arise from users and end point configuration, it is vital for IT and administrative support to have access to tools. With end-user mistakes often being either a cause or catalyst in the majority of breaches, disjointed communication tools provide even more opportunities for end users to unknowingly open themselves, and their organizations to human-focused attacks and breaches.

Alianza's cloud communications platform helps proactively detect issues before they impact your business, and your customers.

Key Features

- Integrated part of the cloud communications platform
- Proactive and customizable policies
- Automatic account disable
- Dynamic threshold adjustments
- Near real-time alerts
- NOC-based monitoring



Benefits

- Stop revenue leakage
- Protect profitability
- Rapid responses to fraud attempts
- Leverage Alianza expertise and best practices

“ The current COVID19 situation led to a transformation. Remote work inevitably brings a new set of risks and challenges. Hackers are ready for that.”

— Guy Franklin, Managing Director at SOSA NYC, Global Cyber Center



Fraud Prevention Tools

Alianza's management tools allow service providers to define policies and rules that can proactively prevent or limit fraud. These rules can be defined and applied across the entire subscriber base or to specific end-user accounts. The policies include:

- **Route Plans.** Customizable policies can block (blacklist), limit or allow (whitelist) calls to various destinations.
- **900/976 Blocking.** Restricts access to numbers that begin with the 900 and 976 area code.
- **Dialing Restrictions.** Restrict calls outside the users calling plan or prevent overage calls.
- **Calling Plan Balance Validation.** Real-time checks of minute balances on calling plans before authorizing a call.

Fraud Detection & Tools

Alianza's cloud communications platform includes smart monitoring of call records and provides near-real time analysis to provide timely alerts to suspicious traffic.

There are three levels of detection:

- 1. International Call Monitoring Per Account:** A threshold is set for the number of international call attempts by an end user account in a specific time period. Accounts are automatically disabled when the threshold is met, and alerts are sent to the appropriate service provider staff.
- 2. Partition Traffic Monitoring.** Multiple thresholds are set for different type of voice calls across all end-user accounts based on both cost and minutes. When thresholds are exceeded, service provider staff is alerted so that investigation and corrective action can be taken.
Alianza dynamically adjusts thresholds based on actual usage and subscriber trends.
- 3. Platform Traffic Monitoring.** Carrier services partners monitor traffic across all partitions on the cloud communications platform.

Alianza's NOC and support team is also alerted to threshold violations and conducts analysis on accounts and works with service provider fraud team to take further action if needed.



Unified communications enable information sharing through screen share, virtual whiteboards, webcams, chat, and more, increasing the need for full visibility into what is said, shown, shared, or typed to detect employee misconduct, data leakage, acceptable use, regulatory, and compliance risks.”

— Anthony Cresci, VP of Business Development, Theta Lake

Alianza's Fraud Prevention Solution

Dialing Restrictions

Calling Plan Validation

Dialing Restrictions

900/976 Blocking

Fraud Detection

Monitoring

Threshold Alerts



Transform your legacy softswitch with the cloud

Our full-stack cloud communications platform is an agile, scalable, and highly profitable solution for service providers of any size to migrate off Broadsoft, Metaswitch, Genband, or other legacy networks.