





**PRODUCT FLYER** 

# ACI PROACTIVE RISK MANAGER™ FOR ENTERPRISE RISK

- ENTERPRISE FRAUD PREVENTION AND DETECTION
- CROSS CHANNEL AND REAL-TIME FRAUD MANAGEMENT
- BEST-IN-CLASS FINANCIAL CRIME MANAGEMENT ANALYTICS

Advances in technology have allowed financial institutions to expand their business opportunities and open new markets across the globe. At the same time, individual consumers can now easily access a wide variety of financial products and services from virtually any place they choose to plug in a personal computer. Although this evolving environment has created new revenue opportunities for financial institutions, it has also opened the door to increased risk.

Financial institutions face ever-increasing challenges around fraud. Whether it's malware, Trojans, phishing, skimming or hacking — criminals continually dream up new fraud schemes with the intention of staying one step ahead of those trying to combat such tactics. The burden on financial institutions is to protect their customers from fraud, protect themselves from fraud losses, and comply with mounting national and international regulations and mandates.

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ACI PROACTIVE RISK MANAGER'S™
ABILITY TO ACCURATELY IDENTIFY
CARD FRAUD ALLOWS USERS
TO IMMEDIATELY RECOGNIZE
FRAUDULENT BEHAVIOR.

# **FEATURES AT A GLANCE**

- DETECTS FRAUD ACROSS THE ENTIRE ENTERPRISE
- PROTECTS AGAINST A VARIETY OF FINANCIAL CRIME TECHNIQUES INCLUDING IDENTITY THEFT AND CARD, ACH, CHECK, DEPOSIT AND WIRE TRANSFER FRAUD ACTIVITY OCCURRING AT A POS, ATM, BRANCH AND THROUGH REMOTE CHANNELS SUCH AS PHONE, MOBILE AND INTERNET BANKING
- CONDUCTS BOTH NEAR-REAL-TIME AND REAL-TIME FRAUD CHECKING
- PROVIDES BEST-IN-CLASS FRAUD DETECTION
   THROUGH FLEXIBLE RULES, ENHANCED PROFILING
   AND ADVANCED ANALYTICS WHICH ALLOW
   ORGANIZATIONS TO REACT QUICKLY TO
   EMERGING FRAUD
- PROVIDES EARLY WARNING OF SUSPECT ACTIVITY WITH POWERFUL NEURAL NETWORK MODELS, REDUCING FRAUD AND LIMITING THE IMPACT ON ACCOUNT HOLDERS
- UTILIZES AN EASY-TO-USE JAVA-BASED CLIENT INTERFACE TO AUTOMATE WORKFLOW MANAGEMENT, INCREASING REVIEWER PERFORMANCE
- CAPTURES AND MAINTAINS STATISTICAL DATA ON QUEUE STATUS, REVIEWER AND MODEL PERFORMANCE TO PROVIDE VALUABLE ASSESSMENTS
- INTEGRATES WITH EXISTING AUTHORIZATION AND END-OF-DAY BATCH PROCESSING SYSTEMS
- OPERATES ON A WIDE RANGE OF PLATFORMS

ACI Proactive Risk Manager™ for Enterprise Risk is a cross-channel payment fraud management solution designed to manage risk across a financial institution's business lines and customer accounts. Proactive Risk Manager leverages the latest in fraud detection techniques including analytics and expertly defined rules with a variety of scoring methods for fast, accurate and flexible response to the evolving and growing nature of fraud.

Through its custom neural network technology, Proactive Risk Manager compares the characteristics of each customer's activity with the custom fraud model and recorded patterns of behavior for every account holder it sees. It then assesses and scores the risk in near-real or real time for each transaction using a variety of advanced algorithms, parameters and accumulated statistics. In addition, Proactive Risk Manager provides reviewers with precise reasons for the score, improving transaction analysis.

Proactive Risk Manager provides comprehensive Microsoft Windows-based workflow management capabilities to fraud management, with expert rules-based strategies at the core of this process. This component builds on the fraud expertise of the staff by allowing the creation of real-time rules. Transaction activity matching a rule generates alerts, which are delivered to reviewers via a user-friendly Java client interface. A comprehensive set of tools enables supervisors to direct workflow and manage reviewers. Proactive Risk Manager captures and maintains statistics on fraud savings and losses and reviewer and model performance to provide valuable management information.

# REDUCE FRAUD LOSSES AND MINIMIZE OPERATING COSTS

Proactive Risk Manager provides a system that is easy for users to configure and reconfigure without technical help.

Proactive Risk Manager enables users to track nonmonetary transactions and events in conjunction with monetary transactions for a complete view of customer activity. Users extend the system's detection capabilities by adding analytics technology.

## **DETECT FRAUD DURING AUTHORIZATION**

Proactive Risk Manager monitors all of a customer's transactions in real time to help detect fraud during authorization, before it occurs, so users can incorpo-rate fraud risk management into the

authorization process. The solution also helps combat fraud in SEPA and faster payments environments, including U.K. Faster Payments.

## STORE VALUABLE MANAGEMENT INFORMATION

Proactive Risk Manager provides a complete audit trail and stores every action undertaken by the system and each user, so organizations can use this information to measure valuable operational and system performance. The system also captures and maintains statistical data on overall business performance. All of this information enables users to identify areas to focus on to improve operational performance.

#### THE ACI ADVANTAGE

Proactive Risk Manager is used to address risk management needs at customer sites worldwide, in over 40 countries. With nearly 40 years of experience in EFT processing and transaction security, ACI Worldwide is the recognized leader in processing electronic

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## **FLEXIBLE ANALYTICS ENGINE**

Proactive Risk Manager's flexible analytics engine allows users to write rules to match existing and emerging fraud trends without the need for technical resources. New rules can easily be employed to address emerging types of fraud expected or present in the transaction base. And a rules tester allows optional scenario testing of rules prior to deployment. Rules can be either simple or complex, and users can test, change and deploy rules instantly to combat new fraud trends.

## **ENTERPRISE RISK CAPABILITY**

Enterprise risk is based on the reasoning that to effectively prevent and detect fraud, a financial institution must develop a framework for managing risk across the organization. Proactive Risk Manager provides an end-to-end, enterprise-wide payments fraud management solution designed for top-of-mind fraud issues including online fraud, account takeover, ACH/wire fraud, cross-channel/ cross-payment fraud and emerging mobile fraud threats. It accepts transactions from any channel within a retail or wholesale bank. By capturing a broader view of customer activity with Proactive Risk Manager, financial institutions gain a complete understanding of a particular customer's risk profile. This expanded view allows institutions to better detect and prevent fraud by monitoring transactions and events across the entire range of customer activity.

#### **CASE MANAGEMENT EFFICIENCIES**

Case Manager interoperability offers users the flexibility to automate activities and extend processes across the complete lifecycle of a case. The case management solution enables you to define processes for researching and resolving cases, including investigation resources, time frames, escalation paths and alerts. Case Manager also acts as a central repository for case activities to provide a complete historical and fully centralized audit trail on all aspects of a case. Proactive Risk Manager interoperability provides users with the ability to launch and log in to Case Manager automatically, as well as track case creation and transaction status updates.

#### **ACI ANALYTICS SERVICES**

ACI Analytics provide best-in-class fraud analytic services and capabilities to ACI customers. Designed to increase the effectiveness of Proactive Risk Manager and optimize financial institutions' fraud management operations, ACI Analytics includes sophisticated models, consultancy strategies, strategic planning, and more, to meet customers' complex risk strategy needs.

Through the full portfolio of ACI Analytics services, ACI customers have access to sophisticated fraud detection techniques for card (ATM, debit and credit), credit abuse, bust-out, ACH and online banking fraud. ACI has created this portfolio of analytic services to address the dynamic needs of customers and the marketplace.

Within ACI Analytics, we've also created a set of Payments Risk Management Consultancy packages designed to deliver risk evaluation and process design capabilities in addition to providing access to global fraud experts. These bundled services coupled with industry expertise can be utilized for creating key analytics design and maintenance options within enterprise fraud strategies.



ACI Worldwide, the Universal Payments company, powers electronic payments and banking for more than 5,000 financial institutions, retailers, billers and processors around the world. ACI software processes \$13 trillion in payments and securities transactions for more than 250 of the leading global retailers, and 21 of the world's 25 largest banks. Universal Payments — ● — is ACI's strategy to deliver the industry's broadest, most unified end-to-end enterprise payment solutions. Through our comprehensive suite of software products and hosted services, we deliver solutions for payments processing; card and merchant management; online banking; mobile, branch and voice banking; fraud detection; trade finance; and electronic bill presentment and payment. To learn more about ACI, please visit www.aciworldwide. com. You can also find us on Twitter @ACI\_ Worldwide.

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