ACI RED SHIELD CASE STUDY

Leading UK MVNO

Introduction

This case study of a mobile virtual network operator (MVNO) is based on an October 2016 survey of ACI ReD Shield customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "Very useful (risk review) sessions with very good recommendations to both reduce losses and release revenue."
>
> "Biggest impact was the reduction in fraudulent card IVR mobile top-ups."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select ACI ReD Shield:

- Uses ACI ReD Shield for the following reasons:
    - Detect and prevent fraud
    - Reduce/minimize fraud losses
    - Reduce cost of chargebacks
    - Reduce customer friction / improve the good customer deny rate
- Purchased ACI ReD Shield for the following reasons:
    - Subject matter expertise
    - Industry reputation
    - Cost/benefit business case

Use Case

The key features and functionalities of ACI ReD Shield that the surveyed company uses:

- Is in Telecom.
- Is using the following ACI merchant fraud prevention solutions:
    - ACI ReD Shield with ReDi
- Is using ACI ReD Shield for the following:
    - Online/eCommerce transactions
    - Mobile transactions- mobile browser
    - Telesales

Results

The surveyed company achieved the following results with ACI ReD Shield:

- Has seen a 31% – 40% decrease in fraud rates since they began using ACI ReD Shield.
- Saw fraud management benefits after the first 10 days of deploying the ACI ReD Shield solution.
- Rated the effectiveness of the following when it comes to improving conversion/acceptance rates:
    - Rules sophistication: having a very strong impact
    - Business Intelligence (ReDi): having a strong impact
    - Risk Analyst & Service Reviews: having a very strong impact
    - Silent Rule monitoring: having a moderate impact
    - ACI Consortium Blacklists: having a slight impact
    - Reporting(CSI & ReDi): having a moderate impact
    - Sub-client configuration of Rules: having a very strong impact
    - CSI, Case Manager & Rule Manager: having a moderate impact

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Global 500

Industry:
Telecommunications

About ACI ReD Shield

ACI Merchant Fraud Solutions is a multi-tiered fraud solution that combines unlimited rules with other data attributes, enhanced through the use of neural models, to deliver a holistic business solution that manages down fraud and chargebacks.

Learn More:

 ACI

 ACI Merchant Fraud Solutions