Sentel

Toll Fraud Protection SaaS

Your telecommunications infrastructure is as much at risk to external threats as your IT systems.

The Global Fraud Loss Survey puts the figure at **$46.3 billion**, or slightly more than 2% of all global telecom revenues.

Toll Fraud is on the rise – **up 15% year on year**

Average cost of a UK attack is estimated at **£10,000**

As a form of **organised crime**, as well as fraudsters, toll fraud can have links with drug dealers and even terrorists

What is Toll Fraud?

Toll Fraud is when hackers access your telephone system, compromising both the business and its revenues.

They generally use your business lines to route international and premium rate calls which generate fraudulent income for them!

….and your business? - a very large bill - sometimes hundreds of pounds/dollars/euros more likely ten's of thousands all in a night or on a weekend before you know it's happened!

So what can you do?

Sentel

Experts in telecoms fraud protection

Key Features

Fraud detection and audits

Reduce the risk of fraudulent call spend

Self-learning and adaptive AI Engine

Self-setup and central control of spend limit

What Sentel can do for you right now?

Should an external source gain access to your network the implications can be great; excessive call charges, industrial espionage or even an attempt to encroach your enterprise networks.

Sentel are able to provide protection to your telecommunications network through the application of 'Toll Fraud Monitoring'. Cost effective and easy to implement, Sentel constantly monitor for activities that appear out of character to your normal usage; excessive overseas calls, calls to premium rate telephone numbers, or calls made at times not compatible with your normal hours of operation.

What are the benefits of toll fraud protection?

For Service Providers, Sentel's solution enables you to set hourly/ daily or weekly spend limits, which can easily be changed depending on your business operations. You will receive notifications when spend reaches a certain percentage of your threshold. If no action is taken by the time the limit has been reached, all calls are barred reducing your risk of fraudulent activity.

For customers, this will allow you fine grain control over telephony alongside constant protection e.g. international calls should only be made by the sales team and all other users shouldn't. The Sentel toll fraud detection service allows you to ensure this control is adhered to

Our toll fraud monitoring service is value for money when compared to costs that could be incurred in the event of a security breach. It's an **insurance policy** well worth taking out. If it has been identified that your telecommunications network has been infringed, Sentel's toll fraud protection service will take immediate action to isolate any activities so that the breach cannot continue and work with you to ensure you are alleviated of any network charges.

The Intelligence platform

Working with a world renowned university we have assessed the market and realised there was no AI engine which would meet our complex needs, so in conjunction with the University and guided by their experts we built our own! The AI is the brain, constantly monitoring and profiling usage. If the usage exceeds the norm the platform acts to immediately shut down the breach and alert the administrator **Sentel takes the pro-active approach - action first and then alert the users!**