CASE STUDY

Global Fintech leader trusts Aspire to improvise their flagship fraud detection platform



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Need:

- *Improve the turnaround time for alert assignment*
- *Increase the customer conversation rate*

Solution:

- *Aspire developed a case management system*
- *Customized workflow to respond to fraud investigation cases*
- *Intuitive reporting system was developed*

Benefits:

- *Saved millions of dollars through fraud prevention*
- *Reduced turnaround time drastically by hours*
- *Increased the conversion rates of customers*

About The Customer

Our client is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, and outsourcing solutions. Through the depth and breadth of their solutions portfolio, global capabilities and domain expertise, they serve more than **20,000 clients** in over **130 countries**.

The Need

The customer's flagship product is a platform for monitoring, detecting, and investigating fraud and inappropriate activities by a wide range of fraudsters, from trusted insiders to criminal outsiders. Their product feature-set included innovative data management and multi-faceted fraud analytics.

- They wanted to develop a collaborative case management system as an integrated part of the product using Microsoft SharePoint Server
- They also sought to improve the turnaround time for alert assignment, analysis and secondary dispositions
- An efficient reporting system was required by our client



Aspire's Solution

Aspire helped the customer develop the case management system using SharePoint server 2013 and SQL Server 2012. This enabled effective, collaborative investigations through aggregation, assignment and management of alerts.

- The system that Aspire developed included a customizable workflow that allows users to respond to the unique demands of different types of fraud investigation cases.
- An intuitive reporting system was developed using SharePoint and Dundas component which allowed the customer to create custom dashboards
- An efficient framework was built using .NET & SharePoint layer to provide interfaces for analysis, search & secondary dispositions

Technology Snapshot

- .NET
- SQL Server
- SharePoint



Benefits

Following are the business benefits achieved by our client:

- Successful development and integration of the case management system into the customer's flagship product using SharePoint, enabled financial institutions to effectively save hard earned dollars through fraud prevention
- Banks which purchased the customer's product after this integration uncovered several complex fraud schemes, preventing potential fraud losses of more than a million dollars.
- The turnaround time for alert assignment, analysis and secondary dispositions improved drastically by hours
- The intuitive reporting system and dashboards attracted the end customers and increased the conversion rates of customers

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Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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