

Detect and block toll fraud in real time



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TollShield[®]
by Symbio Networks

MASER 

Estimated losses from global toll fraud¹

**-\$38.1
Billion**

Last year, global toll fraud wiped out over \$38 Billion in telecommunications industry revenue.¹

Today, this fast-growing criminal industry is as lucrative as the US market for illicit drugs, and attracts sophisticated cyber criminals from all over the world.

The danger of toll fraud lies in its ferocious speed. Every minute counts. And many Carriage Service Providers (CSPs) don't realise they have been robbed - until it is too late. Using untraceable techniques, like number scamming, PBX hacking and call hijacking, criminals can overcome passive defence measures like firewalls to rapidly breach and exploit a network. CSPs can be defrauded thousands of dollars in just a few hours, with no hope of restitution or recovery. But TollShield® **actively protects your network and revenue** in real time.

TollShield helps mitigate fraud loss



TollShield® stops Toll Fraud. Fast.

TollShield® uses patent pending² technology to intelligently monitor your network, detect suspicious traffic patterns and block fraudulent calls. So you can proactively respond to toll fraud alarms and stop fraudulent activity within minutes.



Create a more profitable network.

Transform your network. Transform your business. By immediately reducing the hidden cost of fraud, TollShield® creates savings that flow directly to your bottom line. So you can easily enhance the profitability of your network operations.

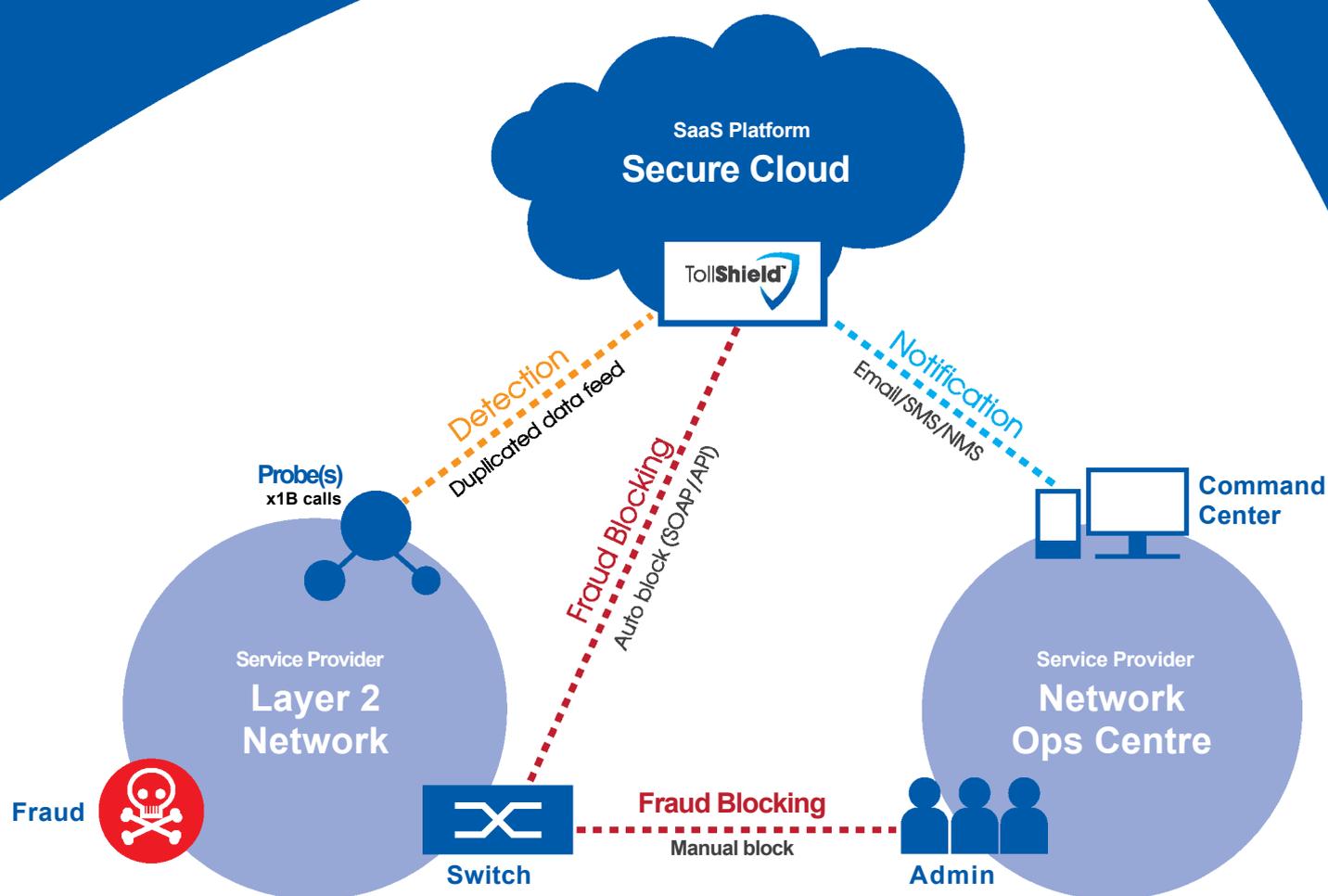


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TollShield® is a Software-as-a-Service (SaaS) fraud mitigation platform which enables CSPs to detect and block toll fraud within minutes.

Say goodbye to manual review processes and after-the-fact guesswork. TollShield® gives you the time and information you need to stop fraudulent call traffic.



The TollShield[®] advantage



Criminals are smart. TollShield[®] is smarter.

Unlike conventional fraud defence measures, TollShield[®] fraud monitoring self-learns in real time: making it increasingly difficult for criminals to rob your network. Patent-pending fraud detection technology evolves and adapts to the unique patterns of your network traffic, and verifies it against global trends. This allows you to account for outliers and respond to new, currently unknown kinds of fraud. So you get more timely warnings and fewer false alarms.



Don't just discover Toll Fraud, block it.

TollShield[®] actively monitors your unique network traffic patterns to create a comprehensive FraudScore[®] threat assessment for each call. TollShield[®] automatically blocks the highest risk traffic, so you can eliminate the possibility of costly human error. Whenever suspicious traffic is detected, TollShield[®] notifies your system admin – via SMS, email and SNMP - using smart alarm escalations that highlight higher-risk traffic. This ensures your system admin can focus on responding to plausible threats, while maintaining a whole-of-network view.



Measure and track the details that matter.

Empower your Ops Team with at-a-glance alarm and information feeds, easily accessible via the TollShield[®] Command Center. Operations staff can view, acknowledge and respond to real-time notifications of suspicious call activity. Network managers can configure the alarm sensitivity, review incidents and dive deep into historical traffic data. With TollShield[®], your team has everything it needs to stay one step ahead of fraudulent revenue loss.



Install once. Protect forever.

TollShield[®] can be deployed rapidly using passive network probes, which duplicate call data to provide real time network insight without affecting call setup or traffic flow. Probes are able to continuously self-learn from your traffic patterns. So your toll revenue is actively and permanently safeguarded within days of installation.

Any Cisco or network technician can install TollShield[®] network probes. The probes are expertly engineered to be hack-proof and virtually maintenance-free. Once installed, they create an encrypted and depersonalised link with your network. Ensuring suspicious activity is detected in real time.

Complete protection. From one call to one billion.

1,000,000,000

Highly scalable, the TollShield[®] SaaS platform allows centralised management of probes across multiple toll networks and billions of calls.³ So criminals cannot compromise your toll revenue as network volume increases. TollShield[®] grows with you.



Global carrier networks depend on TollShield™

TollShield is an innovative and proven fraud mitigation platform, carefully developed and rigorously tested to meet the needs of international CSPs.

“Detection was no problem. We could see toll fraud in our Call Data Records, but the problem was our Ops Team couldn’t get those records until days later. By then the damage was done.

TollShield has changed everything. Every day we receive 50 to 100 fraud alarms, all detected within five minutes of calls starting. We can see the vital information about the call ... and if it comes from a fraud region, we simply block it at the switch.”

George Katsantonis, Network Operations Manager

“In the twelve months after implementing the TollShield our fraud loss dropped from \$20,000 down to \$500. So far, we haven’t discovered an instance of toll fraud in post-reporting that wasn’t already picked up by the TollShield. It has even revealed very low-value frauds that we never suspected.”

Edward Parker, Product Manager - Voice

“Toll fraud is a significant operational risk ... the obligation to pay fraudulent toll charges will flow upstream if our wholesale customers enter liquidation or abscond overseas. To reduce this risk, we chose to deploy TollShield. Key to this decision was the ability to automate call blocking and have continuous fraud detection across our international network.

... Within 90 days of complete deployment, TollShield is on target to create an annual saving of approximately \$200,000 from prevented fraud.”

Matt Gepp, Chief Financial Officer



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Schedule a TollShield® demonstration today.
Contact a representative in your region:

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Powered by Symbio Networks®

Purpose-built for international voice carriage, TollShield® draws on the research and development of Symbio Networks. Part of the ASX listed MyNetFone Group (ASX:MNF), Symbio has more than a decade of experience in delivering innovative telecommunications solutions.

Notes:

1. Communications Fraud Control Association, 2015 Global Fraud Loss Survey.
2. Patent pending.
3. One probe can process up to one billion calls, per month, per network. Excess traffic or additional networks will require additional probes.