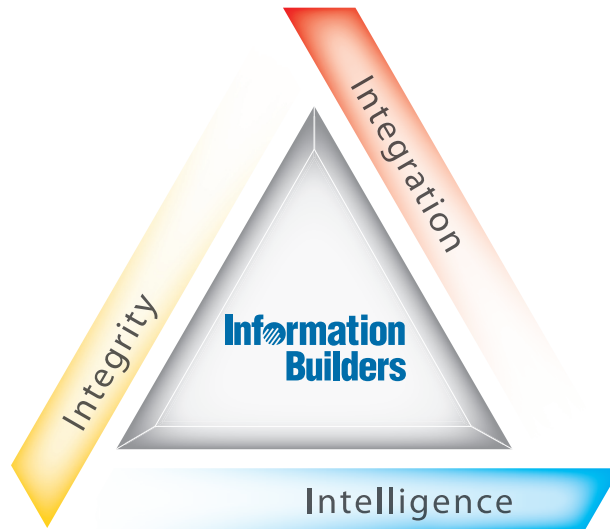


Combating Fraud, Waste, and Abuse

Information Builders has been helping customers to transform their corporate data into business value for almost four decades. With best-of-breed solutions for intelligence, integration, and integrity, we deliver the knowledge organizations need to generate more revenue, enhance customer support, improve operations and financial management, mitigate fraud and risk, and facilitate compliance.



Intelligence

Our business intelligence (BI), advanced analytics, and performance management solutions offer broad data access, unparalleled usability and scalability, and low cost of ownership. Companies can transform historical, real-time, and predictive data into information and analytics that are consumable by all employees, managers, partners, and customers.

Integration

Our integration solutions unify all data, applications, B2B interactions, and cloud-based information assets. From data and application integration, to more complex integration projects, we provide the tools that help optimize mission-critical business processes and transform raw information into insight that drives real-time decision-making and competitive advantage.

Integrity

Our data quality management, master data management, and data governance solutions dramatically enhance the completeness, accuracy, and consistency of vital information across all systems and sources.

To learn more about our intelligence, integration, and integrity solutions, visit us at informationbuilders.com.

Combating Fraud, Waste, and Abuse

Every company in every industry is susceptible to fraud. Insurers must be diligent about uncovering suspicious claims. Banks search for better ways to combat identity theft and fraudulent use of credit and ATM cards. Government agencies need to prevent citizens from abusing benefit programs and other services. Casinos and other gaming entities must be on the lookout for cheating and other scams. Retailers must implement processes for preventing shrinkage and theft. Manufacturers face high risk of warranty fraud.

Without the right tools in place, identifying such suspicious events – before they result in waste and financial loss – is a challenging endeavor. Organizations need technology solutions that enable them to collect and analyze large volumes of data from all enterprise sources, and present it in a way that will make it easy to discern critical patterns and trends. This will help them mitigate the risks associated with fraud and abuse by taking a more proactive and efficient approach to detection and prevention.

Information Builders offers a full suite of intelligence, integration, and integrity solutions – including a Fraud Detection and Prevention Framework – to help organizations of all types and sizes rapidly uncover suspicious behaviors, transactions, and events by:

- Unifying the disparate systems that house transaction-related information
- Visualizing large volumes of data to spot subtle trends, patterns, outliers, and anomalies
- Accurately forecasting when and where fraud and abuse are most likely to occur, to enable the development of more proactive and successful fraud prevention strategies
- Using geographic intelligence to better understand the nature of transactions, including where, when, and between whom they occur

Customer Successes

iovation

This leading provider of reputation and fraud management solutions has extended its software-as-a-service (SaaS) offering, ReputationManager 360, with Information Builders' WebFOCUS business intelligence (BI) platform. Clients can now perform simple and complex queries against the iovation knowledge base, which contains information about more than 700 million physical devices used to conduct online transactions. Users can analyze transaction details, review evidence, monitor device histories, and further investigate suspicious visitors. With the help of WebFOCUS, iovation is making the Internet a safer place to do business by empowering its customers to gather the insight needed to proactively prevent fraudulent transactions online.

IPC

In an effort to curb drug counterfeiting, the country's largest group purchasing organization for independent pharmacies turned to iWay Software solutions to help track the chain of custody of its drugs. A powerful integration platform connects a variety of information systems to enable the rapid exchange of pharmaceutical data, both internally and with trading partners, and to initiate real-time process flows. This allows IPC to maintain a detailed history of each drug that passes through its warehouses. The organization has achieved rapid ROI with iWay, saving more than \$1 million in development costs.

Louisiana Department of Children and Family Services

WebFOCUS was deployed to help the State of Louisiana improve the efficiency of fraud detection within its food stamp program. Transactional data is accessed and displayed in a variety of formats, including geographic maps. This provides the agency with a more accurate view of patterns and trends in transactions, so suspicious activity is easier to detect. And Information Builders' broad data access capabilities have spawned a related program called Common Access Front End (CAFÉ). Because each social service program has unique needs, eligibility requirements, and funding sources, the IT systems that support them were developed with different standards and data structures. Consequently, administering programs and providing benefits is difficult, slow, and resource-intensive. CAFÉ will use our solutions to create a master record for each case and service provider, enforcing consistency and minimizing time and effort.

Oklahoma Department of Human Services

An innovative combination of web-based reporting and geographic information system mapping technology allows investigators at the Oklahoma Department of Human Services to visually flag suspicious food stamp activity on a map, so they can readily identify clients and retailers that may be using benefits illegally. The solution has made it faster and easier to analyze food stamp transactions and pinpoint fraudulent behavior, saving the state millions of dollars each year.

Municipality of Tilburg

A comprehensive performance management plan, supported by WebFOCUS, allows the Municipality of Tilburg in The Netherlands to gain full insight into its social services programs and related workflows. One of the many benefits of this environment is that it is improving the way the agency combats fraud. In fact, the number of people on welfare has dropped by tens of percentage points due to improved support and better fraud policies.

Royal Bank of Canada (RBC)

By using WebFOCUS to tap into an enterprise data warehouse of transactional records, RBC Financial Group can instantly reconstruct consolidated bank statements over any selected time period. The bank's Fraud Detection department uses the application to investigate possible fraudulent activity within an account. Reports are generated listing accounts of known offenders and suspected fraudulent activity, and then cross-referenced against live data. This has eliminated manual processes, making fraud detection more efficient.

Senior Health Insurance Company of Pennsylvania (SHIP)

WebFOCUS enables SHIP analysts to isolate unusual patterns for a particular diagnosis or long-term care scenario, such as an irregular set of claims in a region, patients traveling inordinately far distances for treatments, or a tendency to use a facility that is substantially more expensive than another. By performing these types of analyses, the company can compare geographies, age ranges, costs, and other variables to identify suspicious circumstances, which helps to ferret out fraud.

U.S. Postal Service

To meet the federal requirements of the Bank Secrecy Act (BSA), Information Builders helped the U.S. Postal Service (USPS) create an anti-money-laundering system to capture suspicious transactions involving money orders, fund transfers, and stored value cards at USPS outlets. As a result, the USPS is able to detect and prevent the laundering of illegal funds and ensure its more than 100,000 employees comply with the BSA.



"WebFOCUS met our criteria, allowing us to extend our data through a graphical interface much faster than if we had tried to build that same level of functionality in-house."

Brian Walter
Director of IT
iovation



"We do everything that we can with iWay. We initiate business processes, we receive e-mail messages from outside vendors, and we update databases with the information iWay provides, such as legal documents related to drug pedigrees. iWay is an integral part of everything that happens in our business."

James Blake
Vice President of Information Technology
IPC



"WebFOCUS is the only business intelligence solution that can retrieve and present information from such a diverse set of systems."

Peter de Punder
Manager of Management and User Support Department
Municipality of Tilburg Social Services



"WebFOCUS is a true enterprise product, a resource that can be shared throughout the organization. Anybody who has a web browser and the right credentials can use this tool, including other departments within the Department of Social Services. It is a tremendous boon to our entire organization."

Sherwood Lemoine
Internal Management Consultant, IT
Louisiana Department of Social Services

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