

Verint Central Data Services

Gather Transactional Intelligence, Streamline Investigations and Centralize Fraud Mitigation

Financial investigators need to be able to centrally search through transactions to mitigate fraud more efficiently and enhance the customer experience. Financial institutions also require solutions to identify suspect transactions and quickly link the associated video. Verint's Central Data Services (CDS) is the answer — a powerful solution that allows banking and credit union customers to strengthen intelligence gathering, streamline investigations, and combat and resolve bank fraud.

Verint empowers your team to:

- Redefine the collection of transaction data by automatically associating video with specific transactions.
- Identify transactions by location, ATM, and teller window from one central server.
- Search all sites regardless of geographic location for data based on customized settings.
- Reduce search times.
- Customize search parameters.
- Streamline and empower investigations.
- Improve customer satisfaction.

Why Financial Investigators Should Consider Verint's Central Data Services

The retail branch banking and credit union market continues to evolve as more branch operations aim to enhance convenience and service for the customer. These advancements also create greater opportunities for fraud and loss. Increasingly sophisticated fraud techniques require organizations in these segments to pursue new approaches to preventing and detecting such activities. At the same time, customers demonstrate significant interest in how Big Data analysis help improve the collection of data as well as fraud investigation— across branches, office locations, and remote sites such as standalone ATMs.

Verint's CDS helps banks and credit unions accelerate processes to identify fraudulent activity in a timely manner, helping personnel mitigate risk, ensure operational compliance, and improve fraud investigations.

Key Features:

- Reduces fraud investigation time by as much as 85%
- Can help decrease the investigation threshold, which leads to cost savings and improves customer satisfaction
- Improves investigator effectiveness by allowing users to leverage multiple data sources to improve the quality of investigations and close cases quickly
- Automates reports that flag transactions that need to be investigated

Customer Insight:

"Central Data Services is a robust fraud prevention and forensic tool for Verint's global network of financial customers. We now have the ability to investigate transactions, based on the expansive criteria, in our entire footprint of locations using Verint systems. This is a significant time and cost saver (85% overall efficiency vs. previous manual searches), and an efficient way to more intelligently address fraudulent activity and risk."

**Kevin C. L. Owens (M.A.),
CFSSP, BSACS**

Vice President Corporate Security and Safety, VyStar Credit Union



VERINT.

Verint Central Data Services



Dashboard



Transactions



Face Gallery

Central Data Services is part of the suite of Verint's Branch Surveillance and Investigation solutions that augment the ability to identify security threats and vulnerabilities in near real-time, helping security personnel mitigate risk, ensure operational compliance, and improve fraud investigations. With CDS, financial institutions realize higher levels of intelligence and stronger protection from fraud, enhancing the customer experience while safeguarding assets.

Here are some of the key features that Verint Evidence Center provides:



Rapid Investigations

The time to identify a fraud source is decreased because the solution can search for potential fraud across multiple locations as well as filter on key transaction fields, allowing investigators to easily identify issues and quickly resolve customer concerns. Additionally, the CDS solution allows fraud investigators the ability to utilize a single user interface to identify and investigate fraud. By more quickly resolving cases, financial institutions can lower their investigation threshold by as much as 50%.



Increased Intelligence

Investigators have access to more data than ever before to maximize investigations effectiveness and reduce the time to identify fraud. Financial institutions can correlate new information sources, such as facial recognition, to help enhance fraud reduction efforts, allowing banks and credit unions to realize significant cost and time savings.



Maximize Client Satisfaction

Banks and credit unions are focused on ensuring customer satisfaction with their products and services and focusing less on fraud identification and prevention. Utilizing the CDS solution, they can quickly resolve fraud complaints with less effort and cost while still maintaining a high level of customer confidence and satisfaction.



Comprehensive Reporting

Gain access to extensive reports that allow banks to see where potential weaknesses lie and develop best practices on how to address them. By quickly identifying where customers are experiencing fraud, banks and credit unions can proactively address the areas of concern to eliminate the exposure for other customers.

To learn more about Verint's Central Data Services, please visit www.verint.com/banking-solutions.

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