



Leading Processor Enhances Fraud Prevention, Improves Customer Service

The Battle Against Fraud

Increasing use of e-payment technology, online information sharing and multiple access points have opened up opportunities for large, well-organized criminal enterprises to use increasingly sophisticated operations to commit fraud. Fraud now accounts for more than \$200 billion in losses each year in the United States alone. These losses affect every sector of an economy and, despite advances in managing risk and exposure, the number of attacks remains high.

To effectively combat fraud in this environment, payment companies must have an advanced, scalable, flexible fraud detection solution. Inflexible solutions that have limited data sets can slow transaction-processing time and create false positives that prevent legitimate purchases from being completed, negatively impacting customer satisfaction levels. Technology must stay ahead of the criminals in order to protect the businesses that serve the global e-payments marketplace.

Protecting The Customer

A leading processor, with more than four decades of experience in the payments industry, recently chose a state of the art fraud detection solution that combines industry leading, real-time fraud-screening with a powerful, configurable, data management platform. With the rollout of EMV, the processor felt that fraud would be shifting to online and Card Not Present (CNP) scenarios and wanted to protect its customers from such exposure. To maintain its competitive edge in the market place, the processor needed to integrate its new fraud detection solution into its transaction-processing engine quickly and flawlessly.

RS Software was selected for the integration project. RS Software provides technology solutions for financial institutions, payment networks, payment processors and payment technology providers. Since opening its doors more than 20 years ago, RS Software has focused exclusively on the e-payments space. Leading payment brands around the world place their trust in RS Software's ability to help them maintain a competitive advantage with technical solutions that are delivered on time and on budget.

Meeting The Challenge With Proprietary, Proven Methodologies

All RS Software project teams employ a proprietary methodology designed for and based on the unique dynamics of the payments industry. The RS Global Execution Methodology™ - or RS GEM™ - is based on a proven, process-oriented structure used for clients around the world, no matter how big or small the project. Its foundation is built on a comprehensive understanding of the client's overall business strategy, operational requirements and technology infrastructure including applications, interfaces and hardware platforms.

To help its client integrate real-time fraud detection into its operation, RS Software used this methodology to determine the optimal approach to each component of the project from development to testing. Critical business and operational requirements were identified and then matched with subject matter experts from RS Software who were involved from the onset of the effort. These subject matter experts then established the processes needed to ensure all the necessary best practices were followed.

This approach by the RS Software team helped a leading payments processor address these key challenges in the project:

1. To complete the integration without modification of the existing transaction processing flow, execution processes were thoroughly analyzed and documented up front.
2. To ensure that all the necessary changes required to each system feeding the transaction-processing engine were addressed, an integration and regression-testing plan tailored for the specific environment was developed.
3. To achieve the level of real time risk scoring required without hampering performance, asynchronous calls to the fraud engine were implemented.
4. To accommodate a dedicated execution path for exception processing in case the fraud engine was not available, centralized modules for error handling were employed.

RS Software's customized methodologies and expertise in the payments domain made it possible for them to address each of these challenges efficiently and effectively, delivering the solution its client needed on time, on budget and to specifications.

Delivering A Competitive Edge

As the e-payment experts in their industry, RS Software is committed to maintaining its reputation as the reliable source for software solutions that provide clients with the competitive edge. This means that each project must be delivered to not only meet technical specifications but also market and business conditions.

For its leading processing client, RS Software provided end-to-end integration for real time fraud detection without impacting transaction-processing performance. Business logic was implemented to ensure routing of all transaction types from all merchant categories to all destinations and endpoints with minimum latency. In addition, RS Software enhanced the client's existing merchant boarding process and reporting application to maximize the value delivered by the real time fraud detection solution.

Since opening its doors in 1991, RS Software has helped leading payment organizations address the ongoing evolution of their industry from the convergence of payment types and the proliferation of devices to changes in computing environments and IT strategies. RS Software's understanding of the payments environment ensures that its clients stay competitive in a landscape that continues to undergo significant transformation.

To learn more about what makes RS Software the e-payments leader, visit www.rssoftware.com