

# Fighting Fraud the Safe Way

Enterprise Communications systems are vulnerable to a range of increasingly sophisticated telephony fraud attacks and come in many forms, originating from inside or outside the enterprise. New and evolving fraud threats continue to emerge and traditional IP data security products are not enough. Know the facts, create a smart strategy and don't get outmaneuvered.

## FRAUD BY THE NUMBERS

**75%**

Contact Centers experience fraud<sup>1</sup>

**63%**

of businesses have experienced the same or more fraud losses in the past 12 months<sup>2</sup>

**1.27%**

of global telecom revenues<sup>2</sup>

**\$100K**

Monetary loss per fraud incident<sup>3</sup>

**45%**

of fraudulent calls where VoIP software is used<sup>4</sup>

**2x**

YOY Global fraud call growth<sup>5</sup>

**\$7.5B**

in PBX and VoIP hacking loss combined<sup>6</sup>

## WHY FRAUD DETECTION MATTERS

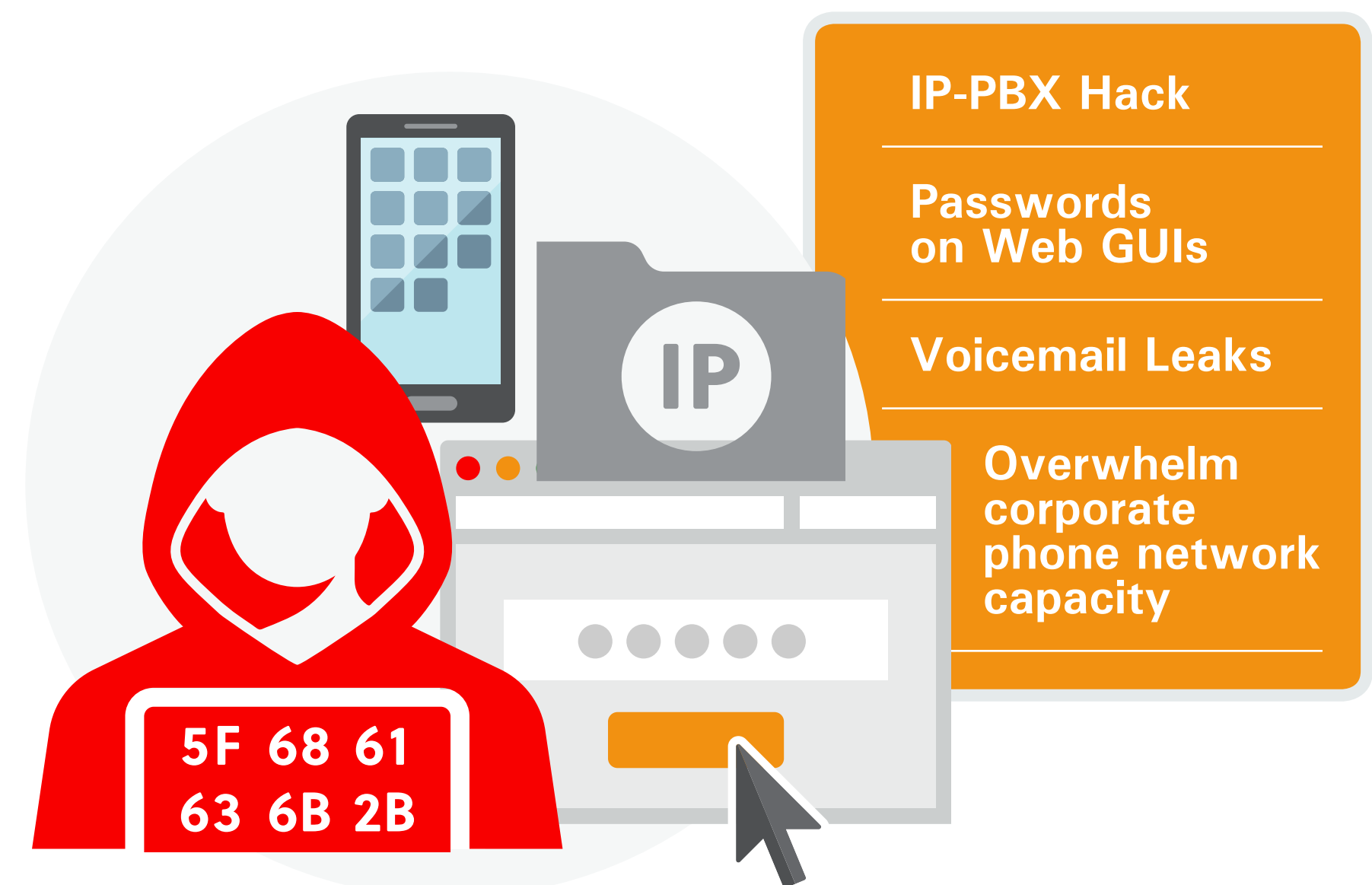


## COMMON FRAUD ATTACKS

- ✓ International Revenue Share Fraud
- ✓ Call Pumping
- ✓ Call Transfer
- ✓ SIP Trunking Fraud
- ✓ Telephony Denial of Service



## COMMON TELEPHONY FRAUD TACTICS



## 5 REQUIREMENTS FOR FRAUD DETECTION

1. Identification
2. Call Volume Detection
3. Instant Alerts
4. Monitoring
5. Traffic Analysis



## ACT NOW



Oracle Enterprise Telephony Fraud Monitor is a self-learning, dynamic solution that helps enterprises detect and prevent telephony-based fraud. Find out how Oracle can help you detect telephony fraud and prevent it before the damage is done. Visit [oracle.com/fraudmonitor](http://oracle.com/fraudmonitor)

[1] Gartner, (Oracle Enterprise Telephony Fraud Monitor Technical Presentation December 2018)  
 [2] Experian, The 2018 Global Fraud and Identity Report  
 [3] Global Economic Crime and Fraud Survey 2018. (Oracle Enterprise Telephony Fraud Monitor Technical Presentation December 2018)  
 [4] Pindrop 2017 Call Center Fraud Report  
 [5] Oracle Enterprise Telephony Fraud Monitor Technical Presentation February 2019  
 [6] "Telecommunication Security Issues and Telecom PBX Hacking Explained," 2018 via Communications Fraud Control Association (CFCA) report