

# Established offshore Risk Operations Center for one of the largest Payment Network

## Background

Our client is one of the largest Payment Networks. They were looking to establish a 24/7 fraud operations and investigations team for ecosystem-level events, ensuring the security and protection of the payment system. They had recently invested in developing real-time alerting systems and wanted to build a global team to investigate fraud.

## Objectives

Deploy a global team to proactively detect and prevent fraud by doing the following:

- Thoroughly understand the alert and gather relevant data to analyze the same
- Identify specific segments where suspected fraudulent activity is concentrated, and perform impact analysis to determine the scope and severity of the issue
- Create targeted block rules to prevent further fraudulent activity and deploy them in production
- Continuously monitor the effectiveness of the block rules and retire them when the fraudulent activity subsides

## Approach to establish Risk Operation Center



## Key Results

**\$1B+** in Fraud Savings by blocking fraudulent activities in real-time across merchant terminals



## About Straiive

Straiive helps operationalize the data → insights → knowledge → AI journey with its deep domain expertise, process knowledge, and tech and analytics capabilities. Serving a diverse range of industries-including science and research publishing, information services, EdTech, life sciences, and banking and financial services-Straiive boasts a global client base spanning over 30 countries. Our strategically positioned resource pool operates across seven countries, including the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

