# Fraud Analytics and Reduced Losses

For a leading British multinational which operates branded catering and retail units at airports and railways stations

## Challenges

The client wanted to:
- Reduce business losses by identification of areas of possible employee fraud, the value of which amounts to approximately 0.8% of its annual revenue.
- Reduce unaccounted gap through detection of complex and more number of fraud cases.

## Solution

- Infosys BPM reduced the losses by analyzing Point-of-Sale (POS) data to identify intentional (fraud) and/or unintentional losses generated by the employees and/or due to technology or employees-training issues.
- Created a team of business/data analysts to analyze and provide cases to the regional team for physical investigation and take appropriate action to reduce losses.
- Created a loss prevention team which
  - Developed new ways of fraud identification and identified cases using the same in client business with in 1st month of delivery.
  - Increased case conversion ratio from the 1st month of delivery.
  - Developed end-to-end process, documents and centralized repository of store details which helps improve quality of analysis and also helps reduction of time to analyze a loss.

### Key Results

- $1.5M Worth of fraud detected annually.
- 78% Cases converted to true positive.
- ~300 Cases detected per month.