

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



\$1.5M

Worth of fraud detected annually



78%

Cases converted to true positive



~300

Cases detected per month