

eCOMMERCE FRAUD MANAGEMENT



Overview

Over 200% rise in e-commerce sales across the globe has placed unprecedented strain on retailers, with added focus on fulfilling more and more orders quickly. But as online sales via web and mobile platforms grew, so did fraud. The penetration and reach of popular social media platforms like Facebook, YouTube, Instagram, and WhatsApp further complicates the scenario as they bring along newer threat avenues like vendor impersonation, product counterfeit, and many more. A mere plug-and-play software model may not be enough to detect and deter fraud in these uncertain times. A complete fraud management service ensures timely detection of anomalous transactions, returns fraud, regular monitoring and update of rule engine, price integrity check, support vendor onboarding, curb payment fraud, chargebacks and coupon/policy abuses as well as reduces counterfeits sale on digital platforms.

Our offerings

We enhance profitability for businesses as well as ensure delightful customer experience, beginning from checkout to delivery.

Data Mining

Unify data from multiple sources to trace and track potential sources of leakages

Predictive Analytics

Machine learning models customised to suit business and industry requirements while reducing false declines and improving customer satisfaction

Reporting & Visualisation

Detailed reporting on order status, unresolved cases, fraud attempts, and more at company, national, and regional levels

Skilled Team

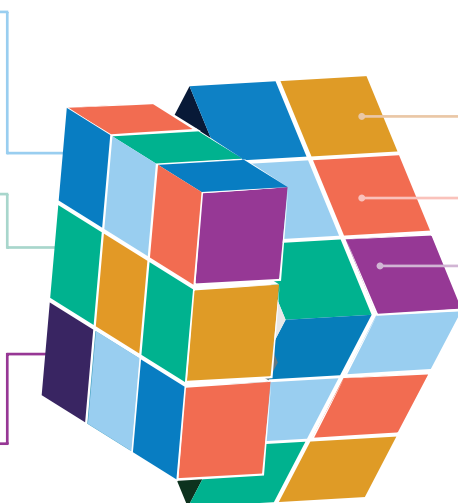
World-class fraud experts, skilled data scientists, and experienced industry experts at your disposal to flag fraudulent customers

Eliminate Inefficiencies

Identify gaps in internal controls/technical glitches to eliminate any avoidable leakage

Risk Repository

Collection of all the experience, rules, controls, and learning accumulated over the years across industries



Benefits and features

We help businesses to serve customers better without false declines and instances of fraud.



Faster decision making



Detect evolving fraud



Reduced false positives



Revenue growth



Eliminate policy abuse

For more information, contact infosysbpm@infosys.com

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