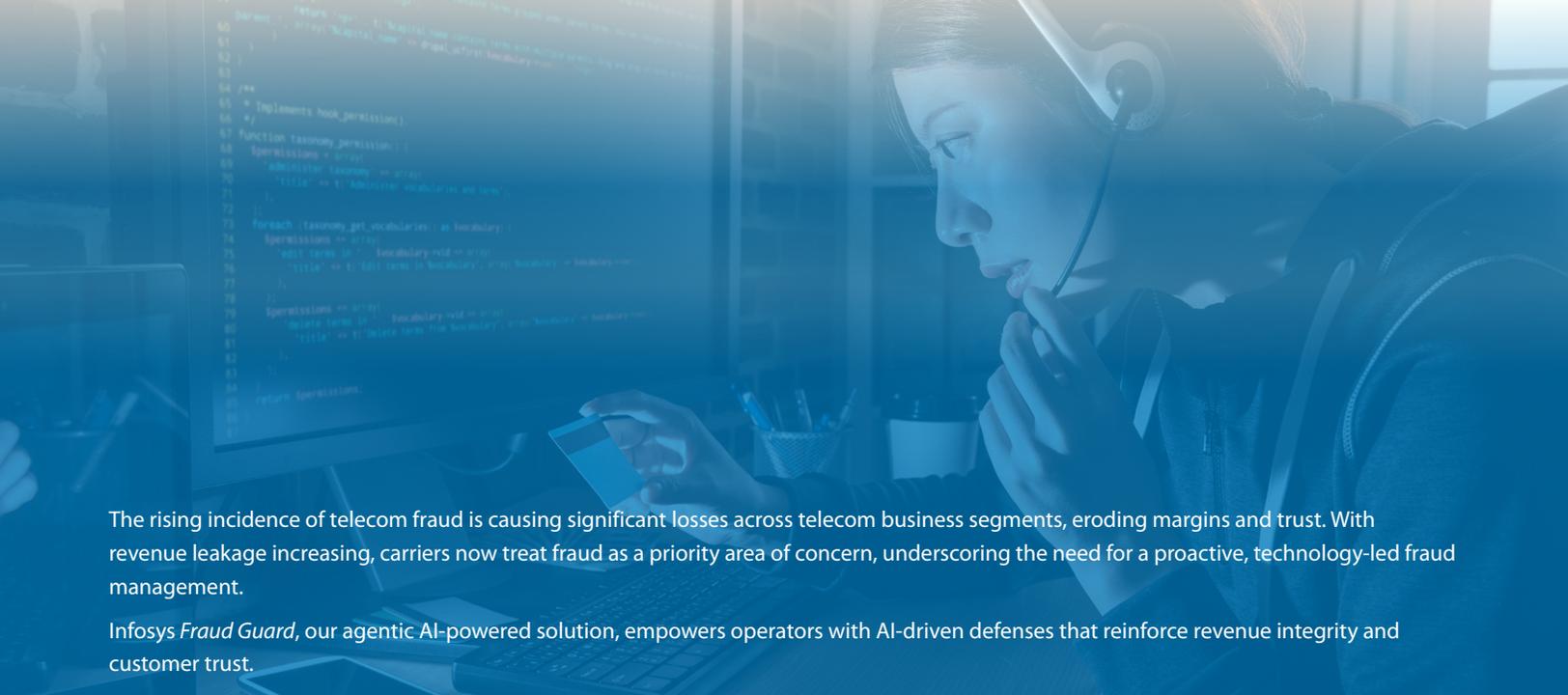


INFOSYS FRAUD GUARD –  
SMARTER DETECTION.  
STRONGER PROTECTION.





The rising incidence of telecom fraud is causing significant losses across telecom business segments, eroding margins and trust. With revenue leakage increasing, carriers now treat fraud as a priority area of concern, underscoring the need for a proactive, technology-led fraud management.

Infosys *Fraud Guard*, our agentic AI-powered solution, empowers operators with AI-driven defenses that reinforce revenue integrity and customer trust.

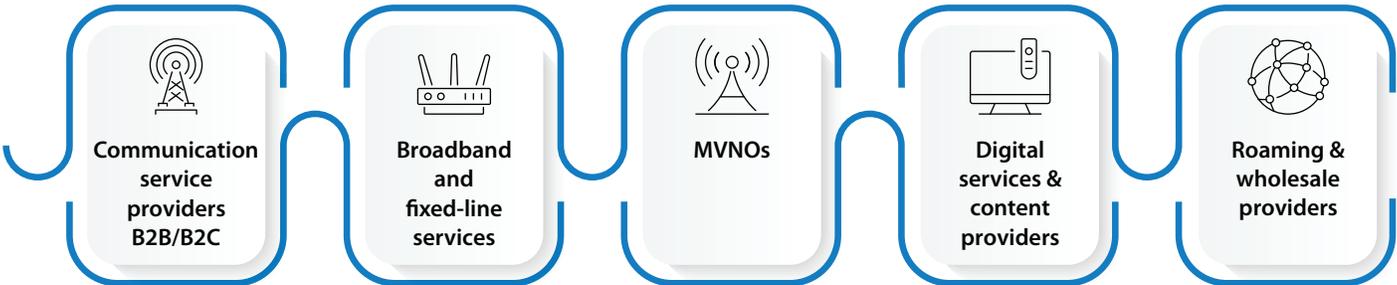
## Four Industry Realities Putting Telecom Revenue at Risk

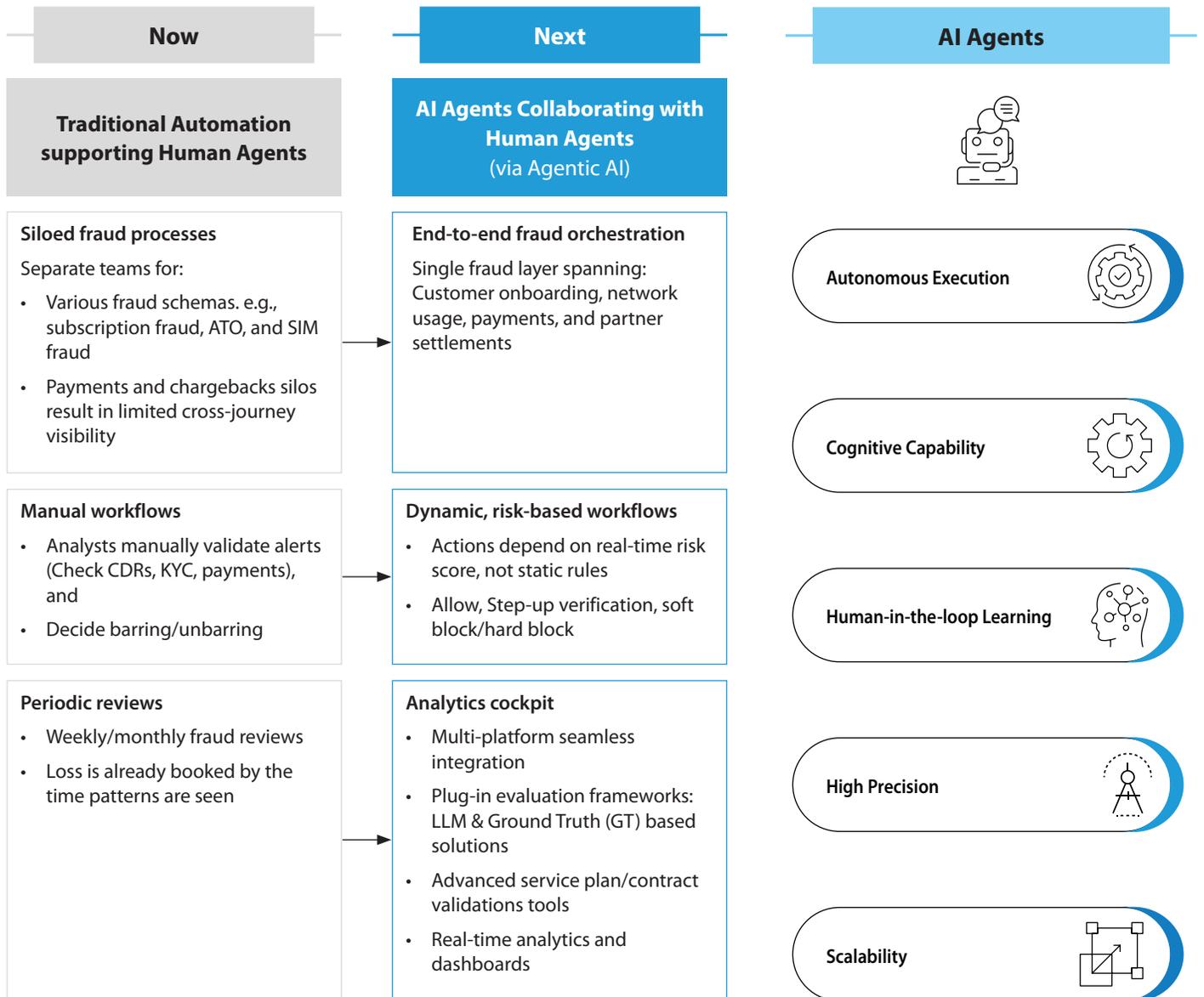
<b>High-value exposure</b>	The high-value services make isolated fraud events too costly, often triggering outsized financial losses.
<b>Complex and expanding product portfolios</b>	Diverse portfolios across voice, data, IoT, cloud, and digital create multiple fraud touchpoints.
<b>False positives &amp; operational overload</b>	False-positives disrupt genuine customers, drain analyst bandwidth, and drive up OPEX by slowing case resolution.
<b>Limited visibility</b>	Batch-based detection and limited real-time analytics leave operators exposed to fast-moving fraud.

## Future-Ready Fraud Management and Revenue Assurance Powered by Agentic AI

Infosys *Fraud Guard* is a unified agentic AI-powered framework that enables autonomous operations, transforming fraud management operations and revenue assurance across segments.

### Telecom Segments We Serve

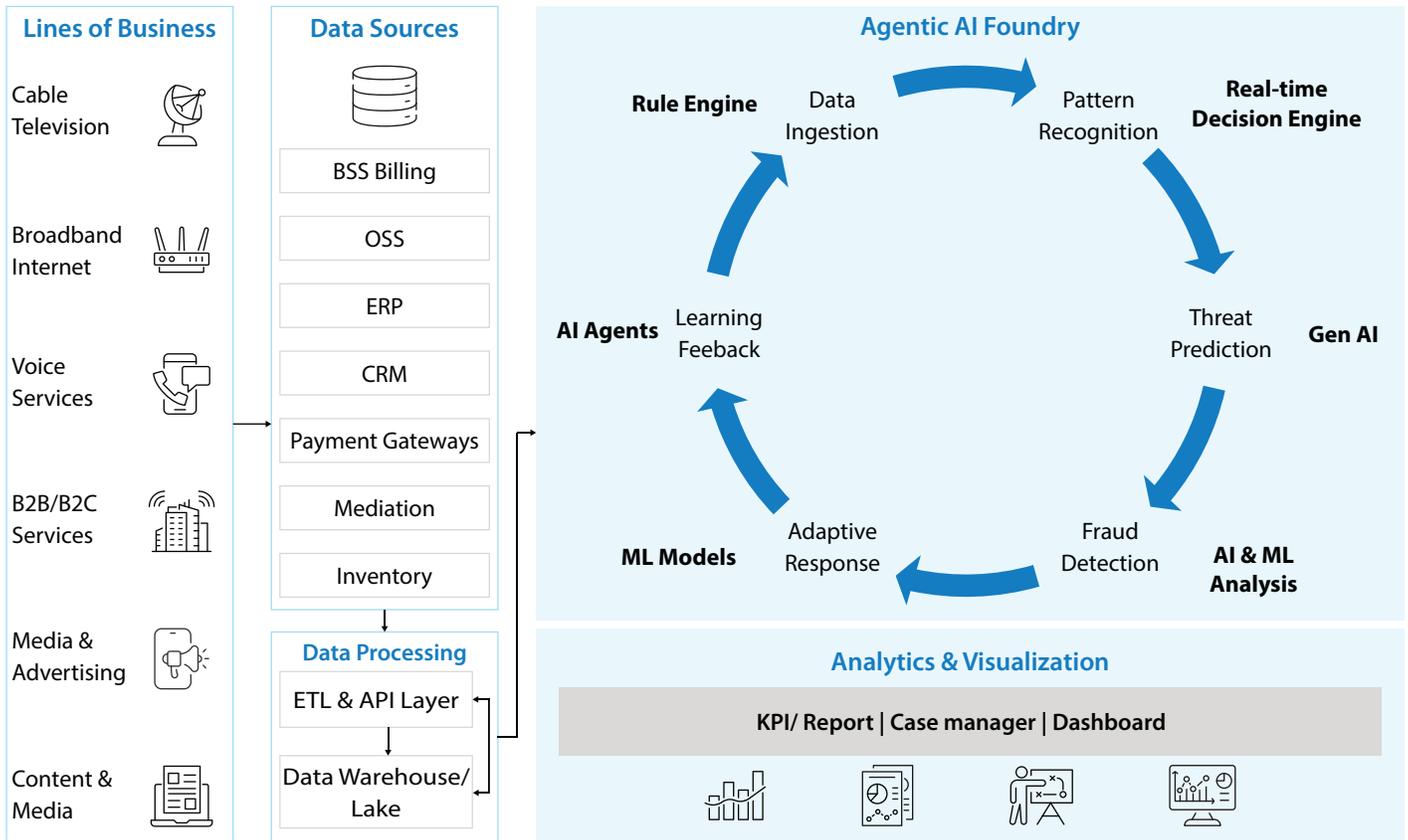




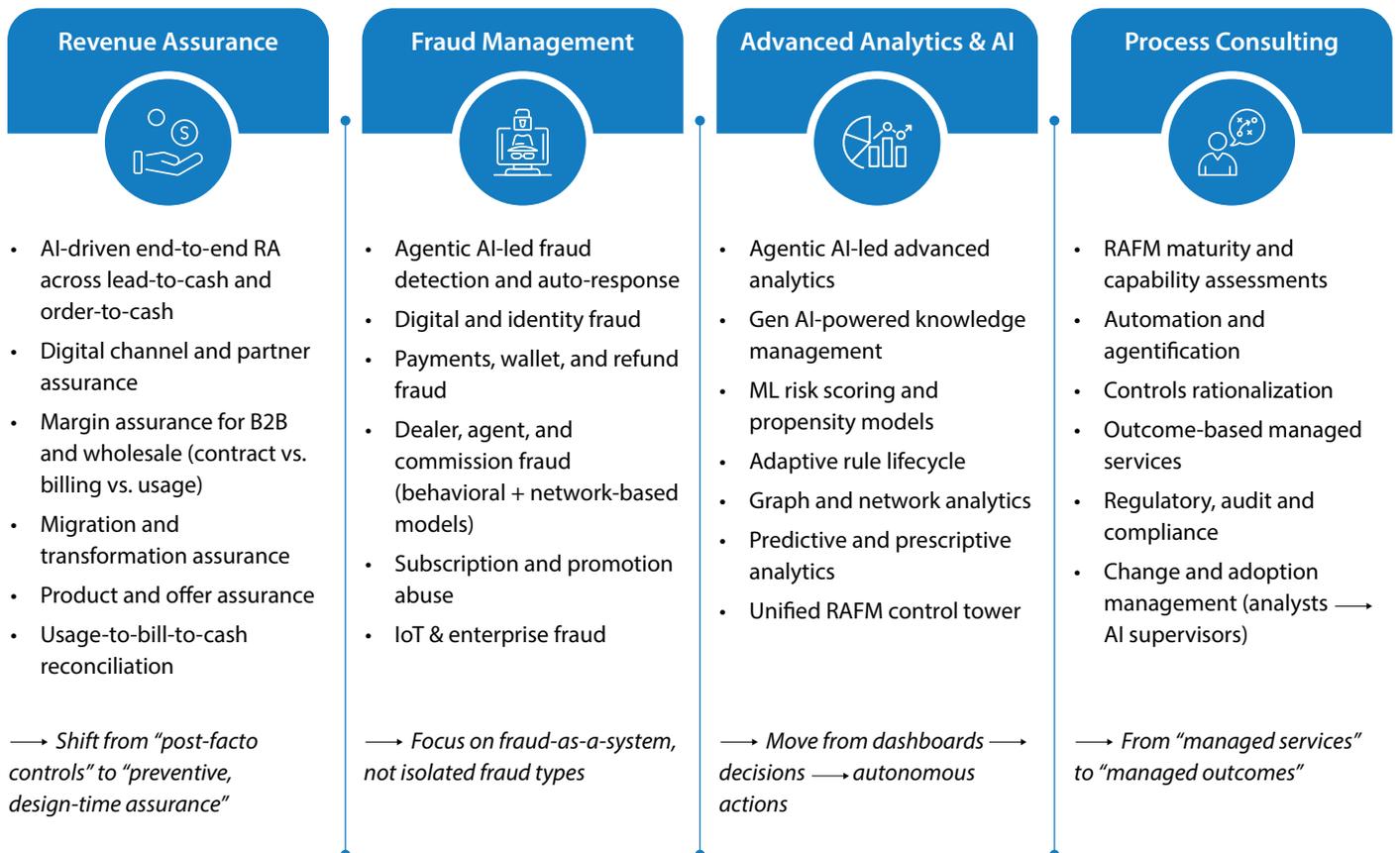
The solution's core is powered by *Infosys Agentic AI Foundry*, which brings together Agent Builder, AgentPro, real-time rule-engine, and AI/ML analytics to orchestrate seamless automation across operational workflows.



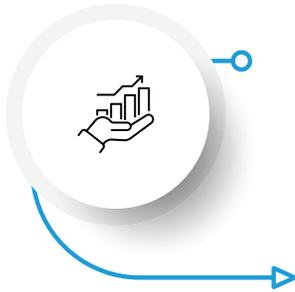
## Solution Architecture



## Solution Stack

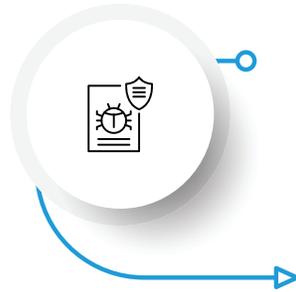


## Business Outcomes at a Glance



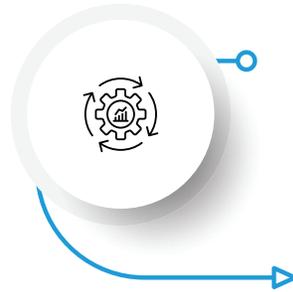
### Revenue impact

75% reduction in fraud losses, contributing to 1% revenue uplift



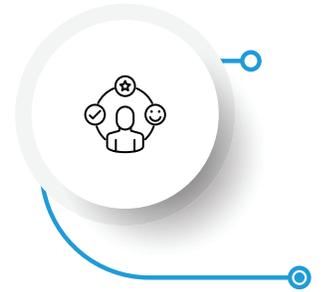
### Fraud coverage and mitigation

90% fraud coverage with 80% reduction in false positives



### Operational efficiency

90% faster case cycles through Agentic AI-driven operations



### Customer experience

Enhanced loyalty and retention with improved NPS/CSAT

## Success Stories

### For a Tier1 Australian Telco,

improper sales practices were creating dissatisfaction, driving customer churn and commission losses.

#### Infosys intervention:

- Detected Collusion and commission fraud using ML models
- Stored profiling based on filmography, location, and risk scores
- Established continuous feedback loop from store and back end

#### Tangible benefits:

- 400K AUD recovered in claw back
- 3.2M AUD identified in loss and remediation
- 100% review feedback impacting NPS positively

### For a Tier1 American Telco,

an increase in chargebacks required prompt and well-documented resolution.

#### Infosys intervention:

- Eliminated three NVA steps through automation to shorten chargeback reversal cycles
- Developed transaction and escalation models with continuous monitoring

#### Tangible benefits:

- 50% drop in cycle time (from 10 days to 5 days)
- AHT reduced in chargeback reversals leading to ~\$28K gain share to client.
- Billing automation delivering a ~\$40K in annual projected impact

## Contact Information

Contact us for more information and a free expert consultation on how Infosys can help you achieve your goals.

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com).

**Infosys**<sup>®</sup>  
Navigate your next

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