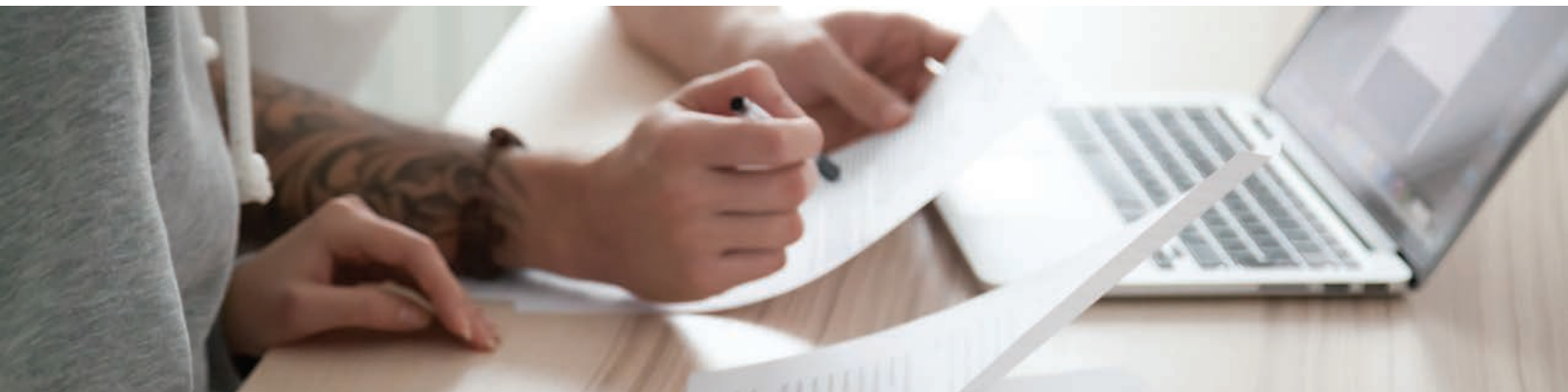# INFOSYS BPM EDUTECH REVENUE ASSURANCE AND FRAUD MANAGEMENT SOLUTION

A state-of-the-art solution that is designed to save revenue by identifying and eliminating frauds and leakages in the Edutech sector, by leveraging three key services - Revenue Assurance and Fraud Management Analytics, Automation Services, and Digital Edutech Operations.

Industry Challenges

Identity fraud: Admission using synthetic IDs, fake marksheets, certificates, and degrees

Accounting and payment fraud: Misappropriation funds, accounting theft, student loans, and tampering of records

Internal fraud: Question paper leaks, hiring fraud, and stolen sensitive information

Fabricated work: Fabricated research, plagiarism, and essay mills

Placement related fraud: Payment for better job placements

Cyberattack and scams: Fake admission offers, fake scholarships, distributed denial of service (DDoS) attacks, and hacking

Revenue Assurance and Fraud Management solution

Edutech Analytics
Pre-check analytics to detect student data discrepancies

Due-diligence and Automation
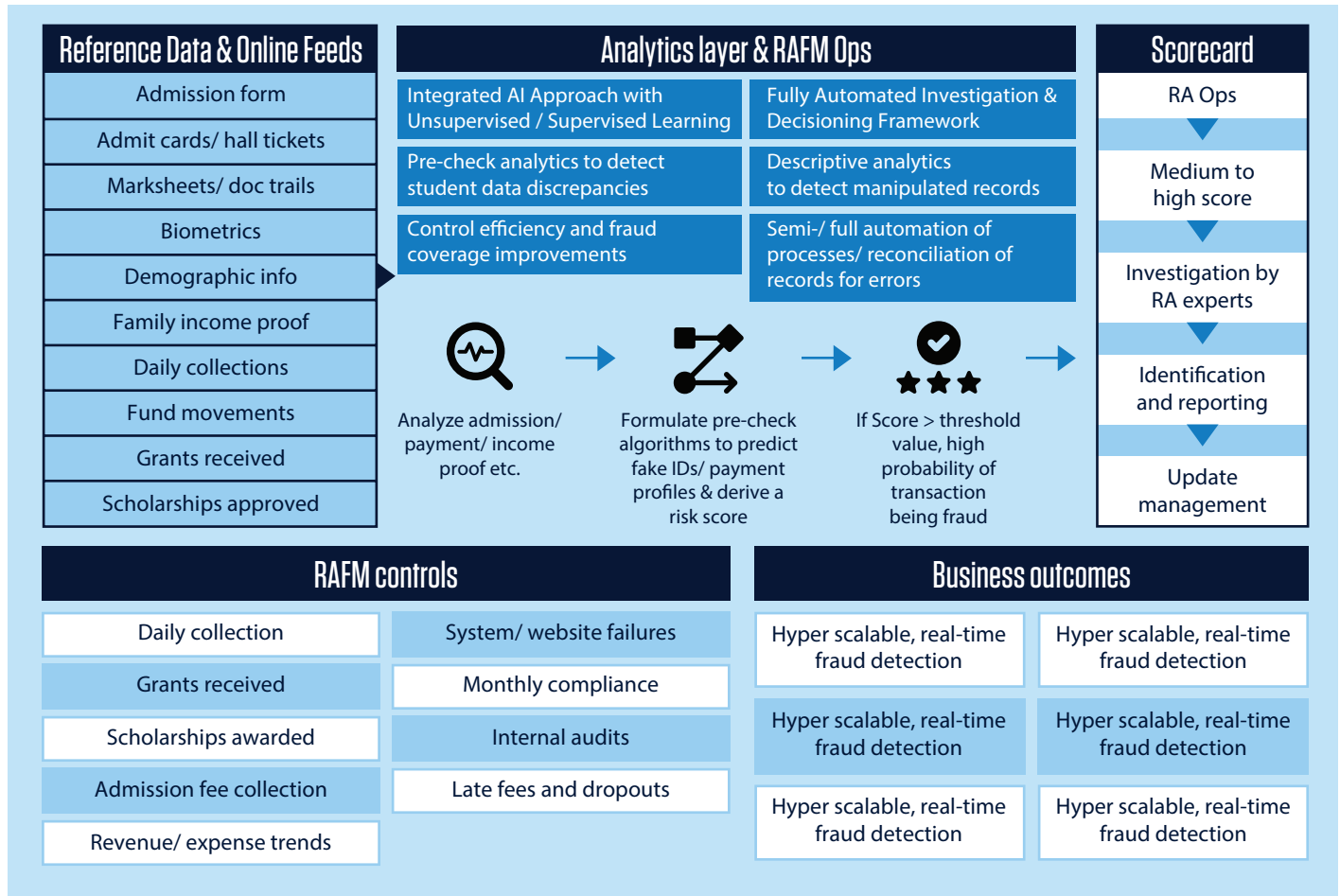Control efficiency and fraud coverage improvements

Digital EduTech Operations
Investigations, audit, and control management
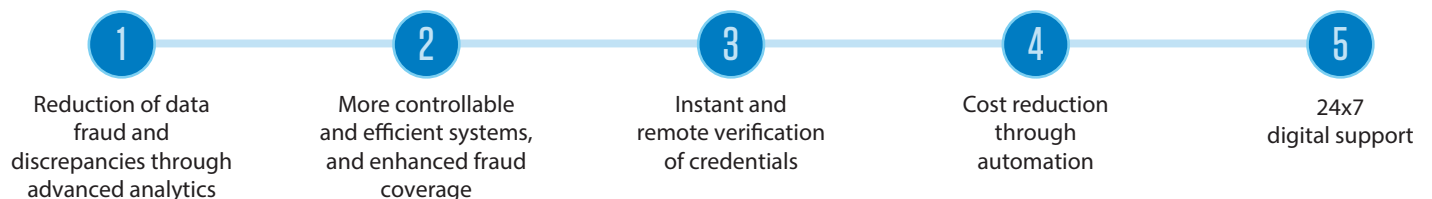
Solution Overview

Infosys BPM offers an analytics-based solution, that identifies and prevents fraud in admission, grants, scholarship, approval process, compliance and fund movement workflow, as a part of revenue assurance.

Analytics based solution to identify and prevent fraud & revenue leakages

Reference Data & Online Feeds

- Admission form
- Admit cards/ hall tickets
- Marksheets/ doc trails
- Biometrics
- Demographic info
- Family income proof
- Daily collections
- Fund movements
- Grants received
- Scholarships approved

Analytics layer & RAFM Ops

Integrated AI Approach with Unsupervised / Supervised Learning	Fully Automated Investigation & Decisioning Framework
Pre-check analytics to detect student data discrepancies	Descriptive analytics to detect manipulated records
Control efficiency and fraud coverage improvements	Semi-/ full automation of processes/ reconciliation of records for errors

Analyze admission/ payment/ income proof etc. → Formulate pre-check algorithms to predict fake IDs/ payment profiles & derive a risk score → If Score > threshold value, high probability of transaction being fraud

Scorecard

- RA Ops
- Medium to high score
- Investigation by RA experts
- Identification and reporting
- Update management

RAFM controls

Daily collection	System/ website failures
Grants received	Monthly compliance
Scholarships awarded	Internal audits
Admission fee collection	Late fees and dropouts
Revenue/ expense trends	

Business outcomes

Hyper scalable, real-time fraud detection	Hyper scalable, real-time fraud detection
Hyper scalable, real-time fraud detection	Hyper scalable, real-time fraud detection
Hyper scalable, real-time fraud detection	Hyper scalable, real-time fraud detection

Business Benefits

The Infosys BPM Revenue Assurance and Fraud Management solution offers a wide range of benefits to clients, such as:

1. Reduction of data fraud and discrepancies through advanced analytics
2. More controllable and efficient systems, and enhanced fraud coverage
3. Instant and remote verification of credentials
4. Cost reduction through automation
5. 24x7 digital support

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For more information, contact askus@infosys.com