



fmsolutions

[business:integrity]

## Fraud Management Expertise

Consulting, training and specialist tools for the telecoms industry

Fraud in the telecoms business is an established and acknowledged threat; experience has shown that significant losses can occur, whether due to casual attackers, organised criminals or insiders. Whilst many operators have extensive experience of managing fraud, and some have deployed technical monitoring solutions, few organisations have implemented a complete strategy. Even where the fraud management approach is mature there are often questions about how the approach and returns can be optimised.

FML's team has extensive experience of working with communications operators at all stages of maturity; from supporting companies taking their first steps to build teams, implement controls and develop capabilities, through to advising large, mature organisations on how to update, review or further enhance their approach – either stand-alone, or as part of a broad revenue assurance strategy.

FML's approach is to help clients understand the full range of business impacting risks and address them in the best possible way. The approach will vary by customer, but may include:

### Consultancy

Our specialist consultants have unrivalled experience of assessing and evaluating fraud management risks, and of defining and implementing improvements and countermeasures. The objective is always to meet the specific needs of each individual customer, drawing on experience and industry best-practice to deliver a customised solution optimised for the client organisation.

**Fraud risk assessment** Focused or operation-wide review of fraud risk within the business, its impacts, and best-practice improvements. For many organisations the fraud risk assessment sets the framework for their future operations.

**Fraud management strategy review and development** Developing new strategies, or reviewing and optimising the existing approach to fraud management, either within specialist teams, or business-wide.

**Process design and implementation** Developing operational mechanisms for preventing, identifying and responding to fraud throughout the business, product and customer lifecycle.

FML  
27 Old Gloucester Street  
London  
WC1N 3XX  
United Kingdom

+44 (0)844 5044405  
info@fmsolutions.com  
www.fmsolutions.com



**Fraud system (FMS) support**

Providing support to specify, install and optimise in-house or off-the-shelf automated fraud management solutions, whether as a first installation, enhancing an existing system, or upgrading to a new platform.

**Fraud management benchmarking**

Assessing fraud management performance using 185 evaluation criteria across 9 areas; resulting in an individual assessment that can guide future strategy in the context of regional and global benchmarks.

**Organisation development, training and coaching**

Ultimately most organisations will develop their own in-house revenue assurance capability. We work to transfer knowledge to every client throughout our assignments, but can also provide specific, targeted, support through formal training, or informal coaching.

**Team development, training and coaching**

Delivering expert support to fraud management teams and personnel, whatever their maturity, helping to optimise their effectiveness through definition of roles and responsibilities and knowledge and skills transfer.

**Recruitment and aptitude testing**

Driving or assisting in the recruitment of the Fraud management team. Applying FML's specialist aptitude tests for fraud managers and analysts.

**Data analysis, specialist tools and applications**

Through our many years of consulting assignments, we have developed a range of tools and applications to support fraud analysis and identification. Every tool has been developed around the real fraud management needs of communications operators. These tools are always available to our consultants on assignment, but can also be deployed on-site as part of a client's fraud management infrastructure.

**Specialist fraud management tools**


Designing and implementing specialist data analysis, decision support and fraud management tools to complement existing in-house and external systems.

**Fraud data analysis**


Analysing data using specialist tools to enhance understanding of the fraud problem and drive improvements to the fraud management approach.



**Find out more**



For more information about fraud management support for your organisation, or assistance with any other revenue assurance initiative, please contact FML.



FML  
27 Old Gloucester Street  
London  
WC1N 3XX  
United Kingdom

+44 (0)844 5044405  
[info@fmlsolutions.com](mailto:info@fmlsolutions.com)  
[www.fmlsolutions.com](http://www.fmlsolutions.com)