

# Alvaria Verify<sup>™</sup>

**Alvaria Verify is a convenient SaaS solution that keeps the customer experience at the centre of fraud prevention and detection in today's digital, mobile world. It goes beyond prevention and detection by managing the ongoing communications on an omnichannel platform when communication needs to be initiated with the customer. By engaging your customers in a seamless, automated two-way dialogue wherever they are, you are better positioned to mitigate the risk factors while enhancing the relationship with your consumers.**

Alvaria Verify is a suite of automated solutions for proactive monitoring, identification, prevention, and notification of fraudulent transactions. Notification options target both the organisation and the customer and include system-level alerts as well as phone calls, SMS, and email. Alvaria Verify allows you to manage the ongoing communication with the customer once fraud has been detected.

Alvaria Verify is modular in nature and lets you select just those features that make sense for your business. Unique technical solutions such as detecting a swapped SIM card or a diverted call or SMS message complement any fraud detection and response plans you already have in place.

## Key Differentiators for Alvaria

### INNOVATIVE TECHNOLOGY FOR FRAUD DETECTION

Unique techniques such as SIM Swap, Divert Detection, Location Verification and Fraud Indicator Profiling result in a whole new level of security.

### MODULAR OFFERING THAT SUITS YOUR NEEDS

Implement one or more of the Alvaria Verify modules depending on the needs and risks to be addressed.

### REAL-TIME MONITORING AND ALERTING

Fraudulent activity is detected in real time simultaneously with transactions. When identifying risk, Alvaria Verify follows predefined business rules that initiate alerts to your organisation and customers.

### COST EFFECTIVE DEPLOYMENT

Alvaria Verify is priced on a per transaction model, ensuring cost effective deployment.

### OMNICHANNEL COMMUNICATIONS

As part of the Alvaria portfolio, Alvaria Verify leverages the digital channels that are preferred by customers to interact with businesses including voice, SMS and email.

### SEAMLESS INTEGRATION THROUGH SAAS

Alvaria Verify is deployed in the cloud and does not require any equipment from you or your customers. Additionally, it integrates with your existing back-end systems such as risk engines to help obtain a 360-degree picture of all fraudulent activity and risks associated.

### GLOBAL AVAILABILITY

Alvaria Verify is available in the United States, Canada, United Kingdom, Germany, Austria, Switzerland, France, Spain, Greece. Additional countries will be added on a regular cadence for future expansion.

## Key Components

Delivered in the cloud, through a highly scalable software-as-a-service (SaaS) platform, there is no infrastructure for you to manage or software to install, and the second you need additional resources, Alvaria is there for support. Alvaria is responsible for the infrastructure, the security and the software updates, freeing up your IT department's time for more productive tasks. This is a crucial factor with businesses that want to maximise resources while reducing costs.

The Alvaria Verify solution suite offers a range of supporting applications – all modular in design, allowing one or all to be used depending on your needs and the potential risks. These modules include:

### ***Divert Detection***

Alvaria Verify™ detects redirected calls and forwarded SMS messages. A real-time check is performed at the mobile and application network level. This is completely transparent to the consumer as it does not require an application to be installed on their mobile device. If fraudulent activity is detected, an automated communication is initiated to alert the customer.

### ***SIM Swap Detection***

Alvaria Verify determines if the SIM card for a mobile phone number has changed recently – indicating fraudulent activity.

### ***Alvaria Verify Proximity***

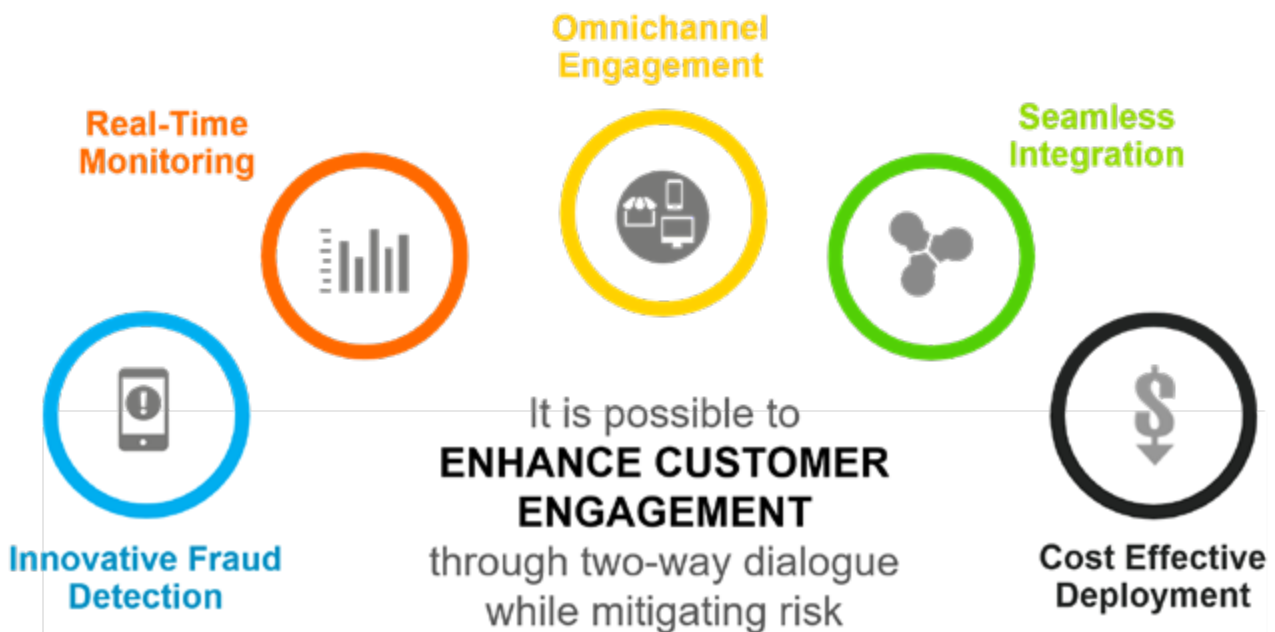
Alvaria Verify identifies the location of a customer's device in relation to known the expected or a trusted location. For example, it compares the location of the mobile device to the location where the transaction is being initiated.

### ***Fraud Indicator Profiling***

Alvaria Verify 18.1 provides a set of applications which give more detailed profiles of online transactions. This is based on empirical data obtained from millions of transactions and creates a more granular assessment when it comes to fraud monitoring and prevention. Fraud Indicator Profiling, in particular, reduces the number of transactions that are falsely flagged as risky (False Positives).

### ***FIP Score***

Alvaria can analyse the detected Fraud Indicator Profiles (FIP) and calculate a FIP score which determines how risky a 'specific profile' appears to be from a quantitative perspective. This FIP score can then be provided along with the Fraud Indicator Profile for each real-time check and enables our customers to apply tailored customer journeys based on risk.



### **About Alvaria™**

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.