

Bottomline's BTune

Better Fraud Detection, While Increasing
Operational Efficiencies

The Problem - The rate and scale of payments fraud continue to increase exponentially.

Fraudsters evolve as fast, if not faster than, payments rails and processes. Business Email Compromise saw a **15% increase in attack frequency quarter over quarter in 2020 alone**.¹ And don't underestimate the vast increases in account-based fraud schemes seen throughout the pandemic, such as credential stuffing and new account fraud.

In this dynamic landscape, every organization needs to assess whether they have the right tools in place to keep pace with emerging fraud threats. But beyond that, organizations need to ensure that those tools are flexible enough for a rapidly changing landscape without taxing already limited investigative and IT resources.

You can't avoid tuning your fraud and financial crime systems, but you can ensure that all tuning is done to provide the best protection against fraud while limiting the impact on your resources.

The Solution - Lower your fraud risk without increasing operating costs with BTune.

Unfortunately, many organizations take a "set it and forget it" approach to their fraud and financial crime solution analytics, too often tuning their system only when a fraud loss occurs. Bottomline provides customers with expert fraud and financial crime analysts to work directly with you to tune our fraud and financial crime solutions.

This approach allows us to tailor our solution to your unique risk tolerance so you only see the most meaningful alerts and feel confident that you're not missing out on suspicious activity.



Key Benefits

Customers who take advantage of the BTune services experience:

- Unique, personalized rule tuning improves alert quality by up to 35%
- Regular refinement of analytics in order to meet evolving business goals
- Detailed reports on analytics KPIs to demonstrably review the impacts of any conducted analytics tuning engagement
- Analytics model governance documentation to support regulatory and audit requirements
- Training refreshers for investigators and health checks to support investigator efficiency and alert clearance rates

¹. Fbi.gov



Every customer's situation is different, so you may select from three levels of service to determine the support that's right for your organization:

	Basic (Included with all Fraud and Financial Crime solutions)	Guided Tuning Engagement	Professional Tuning Engagement
Initial Analytics Set Up	✓	✓	✓
Training	Once	Annual	Annual
UAT / On-Boarding Support	✓	✓	✓
Post-Go-Live Check In	✓	✓	✓
Upgrade Communication Updates	✓	✓	✓
Health Check Evaluate analytics performance over prior period compared to expected	Annual	Semi-Annual	Quarterly
Optimization Q&A Session		✓	✓
Tuning Engagement Update analytic thresholds to customer risk preferences based on health check results		Annual	Annual
Fraud Analytics Simulation Tool (FAST) Simulated alert results based on historical transactions for up to 3 different analytic configurations			Annual
KPI's Before and After Tuning		✓	✓
Documentation of Current Configuration for Model Governance		✓	✓

For more information, please contact us at info@bottomline.com

CONTACT US



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REV US101421KV

Corporate Headquarters
325 Corporate Drive
Portsmouth, NH 03801
United States of America

Phone: +1-603-436-0700
Toll-free: +1-800-243-2528
Fax: +1-603-436-0300
info@bottomline.com