



To protect and serve:

Large U.S. Regional Bank signed with SymphonyAI to safeguard their customers

Protecting the growing financial institution from a 140% YoY increase in fraud attempts

The challenge

Focusing on high-profile, high-net-worth clients, this large US Regional bank has an international remit and a demanding client base. In recent years, they were seeing impressive growth at ~10% year-on-year, which meant that clientele, transaction volumes, and fraud vectors were growing too.

Over the previous year, they saw a **140% increase in attempted fraud attacks**, specifically for wire and SWIFT transactions. Just one very large loss in a short period of time could be incredibly detrimental to their business and reputation, and they **needed a solution that could protect large payments settled in a very short space of time.**

The SymphonyAI solution

While the bank knew some of their needs and some of their risks, they were looking for a partner to help guide them through the process of selecting and deploying a payment fraud solution that **helped to protect wire and SWIFT transactions** within their specific organization.

SymphonyAI worked with the bank to provide its **payment fraud product**, allowing for the prevention of fraud at source, and safer and faster customer journeys. Arming teams with **real-time information** empowers the bank to identify and counter threats as soon as they arise.



The result

Since partnering with SymphonyAI, the bank has experienced **several 'no fraud' loss months**. Considering the size of the institution and the volumes processed,

experiencing 'no fraud' loss is remarkable and a testament to the teams and powerful solution involved.



Three key reasons SymphonyAI was chosen

The bank highlighted why they chose SymphonyAI to combat attempted fraud attacks:



Smarter alert generation

Provides constant monitoring of pre-defined thresholds and rapid adjustment of pre-set rules and predictive models.



Streamlined fraud operations

Allowed the customer to reduce investigation time and expense by automating transaction interdiction, incident assignment, event visualization, and reporting.



SymphonyAI's expert knowledge

Industry specialists gave the bank confidence that they were able to enter a partnership. They knew that there was the requisite understanding of the industry, the technology, and the bank itself to ensure success.

Want to know **more?**

Visit [Payment Fraud Prevention - NetReveal Services | SymphonyAI](#) to find out how SymphonyAI's technology is shaping the future of payment fraud prevention.

