

# Think Outside the Black Box



From rapidly changing fraudsters' attacks modes, to undetermined legitimate customers' behaviors, and through shifting market dynamics that span across industries and geographies, the fraud detection space is constantly changing.

AI-powered fraud detection solutions are becoming ubiquitous, and necessary to rise to the challenges of this ecosystem. Yet, for organizations leveraging AI, these fluctuations may have disastrous impacts. Businesses need to strike the right balance between declining transactions and missing revenue streams; or approving them but facing high claims payments and losses. When operating AI models to prevent fraud, how can you make sure that you are in control?

## What happens when your models go south



### *Meet Luca, Head of Fraud Analysts Team, Leading payments provider*

Luca and his team have no time for a break. They are swamped with suspicious activities alerts, playing firefighters, they try to manually validate the decisions automatically taken by the AI, but lack time and visibility. As they turn to the data science team for help, they find themselves in a deadlock.



### *Speak to Claudia, Head of Data Science, Leading payments provider*

Claudia and her team spend too much time troubleshooting and manually checking the models. They are regularly pulled in meetings to support the fraud analysts team, and are stretched out too thin to progress with new models.



### Exposing yourself to more risks

By addressing the inefficiency of the models too late, you expose your organization to risks, and get stuck in a vicious cycle of Garbage In - Garbage Out



### Missed opportunities for differentiation

Your data science teams is too busy troubleshooting the models to create models that will differentiate you from the competition



### \$\$ Loss due to wrong predictions

High chargebacks when fraudulent transactions go through



### Negative CX

Legit customers are frustrated when their transactions are denied....and that also impacts your bottom-line

## How can superwise.ai help?

By leveraging AI for AI, superwise monitors and assures the health of models in production while alerting when something goes wrong. At the right time.

The solution enables data science and business teams to extract key insights, and gain control over the ML operations.

With out-of-the box KPIs, we empower each user to be more independent, lower the labour intensive efforts invested in the maintenance of AI in production, and benefit from the tools needed to scale their AI effectively and with confidence.



### Reduce claims payments

Less \$\$\$ lost due to frauds



### Focus on the transactions that really matter

Less SARs for the fraud team



### Harvest better insights

For the fraud team to observe shifts in transaction sizes, locations or any other parameters, and for the data science team to have clearer KPIs and prompt weak spots identifications



### More efficient Model Operations (ModelOps)

Know exactly when models misbehave and should be optimized

## Want to make sure that your AI is making the right decisions?

[Click here to read our case study or schedule a demo](#)

Contact us now to know more.

