

PROTECT FINANCIAL TRANSACTIONS WITH CUSTOMERXPs AND RED HAT

PARTNER SOLUTION BRIEF

“Innovative fraud risk management has always been one of our top strategic priorities, and so, quite naturally, we are excited about this global recognition of our efforts. Clari5’s ‘central nervous system’ not only helped us prevent fraudulent transactions in real-time across channels, but also delivered real-time actionable insights for cross-sell and upsell.”

EXECUTIVE VICE PRESIDENT AND HEAD OF TECHNOLOGY AT A TOP BANK IN INDIA

“CustomerXPs built augmented intelligence software that dipped into various internal systems of the bank to create profiles of customers, their relationship with the bank, and the best product they were likely to buy next.”

CHIEF TECHNOLOGY AND DIGITAL OFFICER AT A TOP BANK IN INDIA

INTRODUCTION

Banking fraud and money laundering are serious, global issues. In an industry that has a 360° view of a customer’s life, including salaries, addresses, and purchasing behaviors, protecting consumers from fraud is a top priority. However, segmented transaction methods can make protection difficult.

CustomerXPs® helps financial institutions use collective insight to protect against fraud, using intelligence acquired when transactions occur to influence, modify, or stop fraud in real time. CustomerXPs’ enterprise financial crime risk management platform, Clari5™, runs on Red Hat® Enterprise Linux® and Red Hat JBoss® Enterprise Application Platform (EAP), protecting banks exposed to the US\$4 trillion problem of financial crime.¹ Clari5 synthesizes intelligence gained across banking transaction channels in real time to find and stop fraud. Seamlessly integrating with the financial institution’s existing systems, Clari5 employs a holistic approach, using rules, behavior profiling, artificial intelligence, and machine learning to achieve business goals.

Such analysis can also be applied to enhance customers’ experience, helping banks increase business by identifying cross- and upsell opportunities based on demographic, behavioral, and transactional data.

REAL-TIME, 360° CROSS-CHANNEL VISIBILITY

Clari5 synthesizes intelligence gained across all available channels, including internet banking, mobile applications, ATMs, and branches, and applies the collective wisdom in the split-second interval required for intervention. Functioning like a central nervous system, Clari5 integrates with business-critical banking systems, such as credit card management, loan origination, and customer relationship management (CRM) systems, to intelligently validate customer transactions.

Clari5 is unlike conventional, monolithic point solutions operating separately with end-of-day batch processing. Running on high-performance Red Hat Enterprise Linux and supporting Red Hat Virtualization and storage, Clari5 operates in real time across all channels to identify fraud potential

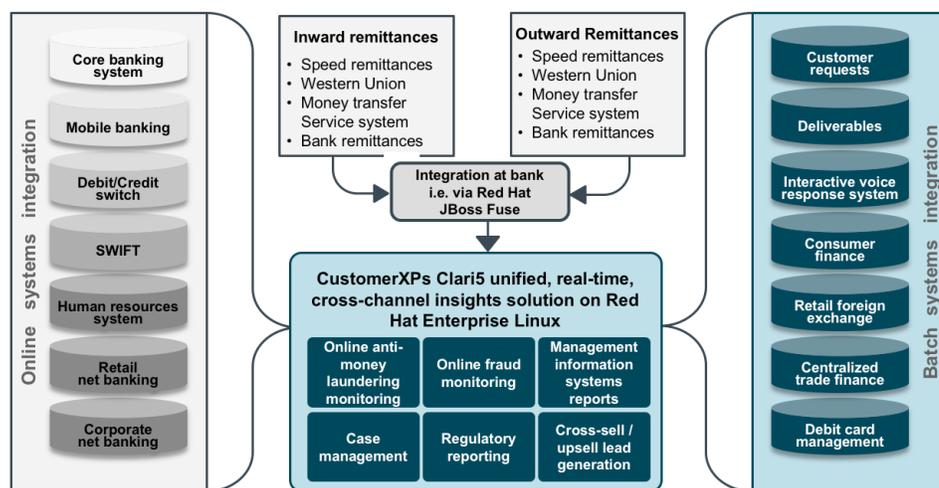
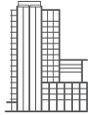


Figure 1. Clari5, running on Red Hat, delivers a 360° view of all customer transactions

¹ Association of Certified Fraud Examiners (ACFE), “Report to the nations on occupational fraud and abuse: 2016 global fraud study.” 2016.



ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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immediately. Banks can realize substantial savings—money that otherwise might have been lost through theft and compliance fees. It also dramatically improves the productivity of fraud investigators and relationship managers.

Prepackaged and ready to implement, Clari5 comes preconfigured with a suite of industry-preferred models and customizable algorithms—minimizing time and installation costs and lowering the bank's total cost of ownership (TCO). It scales horizontally across low-cost, industry-standard hardware and supports high availability. The underlying Red Hat environment assists in extending services out to the cloud and deriving intelligence across channels.

RED HAT ENTERPRISE LINUX AND RED HAT JBOSS EAP

Red Hat Enterprise Linux provides enterprises the tools needed to modernize infrastructures, boost efficiency, and run datacenters securely. It offers the stability to take on today's challenges and the flexibility to adapt to tomorrow's demands, supporting virtualized, hybrid, public cloud, and on-premise environments. Red Hat Enterprise Linux delivers military-grade security, 99.999% uptime, and support for business-critical workloads, which is why it is preferred for CustomerXPs Clari5 clients.

Red Hat JBoss Fuse is a lightweight, flexible integration platform that enables rapid integration across the extended enterprise—on-premise or in the cloud. JBoss Fuse includes modular integration capabilities to unlock information. Through this agile integration functionality, a business can connect its systems, apps, and technologies in whatever way works best for its needs.

CUSTOMERXPs AND RED HAT STRATEGIC ALIGNMENT

CustomerXPs is a premier partner for Red Hat and works with Red Hat to bundle Red Hat Enterprise Linux with Clari5 for enterprise customers in the financial industry. Clari5 is also available decoupled so enterprises running Red Hat Enterprise Linux can purchase Clari5 separately.

CONCLUSION

CustomerXPs provides financial institutions with a single, unified, real-time, cross-channel platform to grow revenue while fighting financial crime. Clari5 helps banks:

- **Protect their bottom line.** Clari5 reduces fraud losses, costs of compliance, and revenue leakage, with banks reporting a savings of over US\$30 million a year.¹
- **Grow their top line.** By converting the investment into a revenue generating opportunity, some banks have generated over US\$25 million a year.²
- **Improve productivity.** Banks have reported significant month-on-month savings by streamlining operations and improving productivity of agents, fraud investigators, branch staff, and relationship managers.²

LEARN MORE

For more information, visit customerxps.com. To contact CustomerXPs, email clari5@customerxps.com or call +44 (91)80 4157 2977.

ABOUT CUSTOMERXPs

CustomerXPs helps global banks grow revenue while fighting fraud, using the same platform. The company's enterprise product innovation, Clari5, is currently processing over 6 billion transactions, manages over 500 million accounts and reliably secures 4% of the global population's banking transactions. With 80 million accounts at a single site, Clari5 has the world's largest implementation of a fraud management solution.

² CustomerXPs, "Combat cross-channel fraud with a 'brain like' approach. Clari5 real-time enterprise fraud management. 2018. www.clari5.com/enterprise-fraud-management