

Pursue fraud with IBM Intelligent Investigation Manager

Leverage IBM analytics, investigation and case management capabilities to deliver timely and actionable results



Highlights

- Optimize investigation effectiveness with a flexible, collaborative case investigation environment
- Expedite investigations by discovering patterns, links and relationships in vast amounts of structured and unstructured information—even across silos of operation
- Facilitate collaboration and transparency among key stakeholders, analysts, investigators and managers
- Augment existing fraud management solutions with advanced visualization, analytics and case management capabilities
- Key part of IBM Smarter Analytics Signature Solution - Anti-fraud, Waste and Abuse

Today, fraud losses and fraud costs are at an all-time high—just when economic conditions have put organizations under tremendous pressure to improve the bottom line. According to a report by the Association of Certified Fraud Examiners, the typical organization loses an estimated 5 percent of annual revenues to fraud. Applied to the estimated 2011 Gross World Product, this translates to a potential global fraud loss of over USD3.5 trillion.¹

Fraud is often difficult to identify because it is perpetrated across multiple systems and processes. As a result of the ad hoc nature of fraudulent activities, investigations can be difficult and expensive to coordinate and prioritize. In addition, investigative teams often lack visibility across cases and information sources that could help them gain additional insight or evidence.

The deluge of available data—including unstructured content such as email, handwritten notes and social media traffic—adds to the challenge. Analyst teams frequently do not have enough time to sift through the mountains of information to discover patterns that may lead to investigative breakthroughs.

Optimize fraud investigations in both the commercial and public sectors

The three key components of the IBM® Intelligent Investigation Manager offering—IBM Case Manager, IBM i2® Fraud Investigation Analysis and IBM Content Analytics—provide a powerful, integrated set of capabilities for managing investigations. Because the methods used by fraudsters change constantly, the offering is designed to react dynamically to changes in workflow and content.



Intelligent Investigation Manager is designed to optimize fraud investigations for organizations in both the private and public sectors. It helps boost the efficiency and effectiveness of investigations by capturing all the relevant details and actions of each case and enabling investigators to collaborate dynamically. In addition, it incorporates forensic and link analysis into the investigative process—which generates evidence that can provide investigators with leads and help them better understand the scope of the fraudulent activity.

Public safety organizations apply the same optimized investigative and analytics capabilities used in fraud cases to investigate suspicious activity, drive criminal investigations or review criminal intelligence. Because of this, Intelligent Investigation Manager is a key component of the IBM Smarter Cities® initiative. It is also a foundational technology for the IBM Smarter Analytics Signature Solution - Anti-fraud, Waste and Abuse offering, providing content analytics, investigation tools and advanced case management capabilities.

Build solid cases with advanced analytics tools

Intelligent Investigation Manager provides powerful analysis and investigative tools that are integrated with highly efficient case management capabilities. Designed to be more than just a forensic analysis tool, it can perform discovery over broad data sets and create transparency throughout the investigation process. Intelligent Investigation Manager extracts and analyzes massive amounts of structured and unstructured data from existing, often disparate sources, including documents, emails, databases, data warehouses and social media. It rapidly creates patterns, links and relationships to highlight the connections between entities. It can also create visualizations that illustrate the scope of the fraud, generate investigative leads and provide evidentiary documentation.

Armed with this information, investigators can build cases quickly and effectively. Both investigators and analysts can dig deep, gathering large amounts of data and looking at it from different angles. Fraud intelligence capabilities give investigators additional insight into the relationships among perpetrators, providers or fraud rings; the IBM offering also produces easy-to-interpret visualizations of complex cross-channel fraud. Simplified creation of maps, timelines and temporal analysis supports the investigation and helps speed



results in time-critical situations. It also provides evidence for criminal or civil prosecution by maintaining chain of custody and audit trails, and compiling documents that can be used for prosecution or negotiation.

Pursue leads in a collaborative, flexible environment

Collaborative case management environments foster efficiency and transparency in the investigative process. Because the investigative process involves many variables and may not follow a straight path, Intelligent Investigation Manager analysis and investigative tools enable investigators to pursue leads as they develop, wherever they are.

Intelligent Investigation Manager supports the dynamic work that occurs during an investigation by routing work to investigative teams, managing content- and context-centric workflows and tracking investigation documents. It facilitates a persistent case model that captures all of the relevant content and activity on an investigation, providing a single, consistent view of the case to all members of the investigative team. In addition, reporting and analytics capabilities enable the investigative team and supervisors to view operational and business metrics around the investigative process.

Help reduce investigative time and costs with streamlined processes

Intelligent Investigation Manager helps significantly shrink the complexity, time and expense associated with fraud investigations by streamlining collaboration and interactions among investigators, analysts, field operatives and subject-matter experts. The offering's simplicity, efficiency and effectiveness help organizations reduce per-investigation costs by enabling cases to proceed more quickly. Strong investigative and case-building capabilities also support an increase in successful negotiations and legal judgments. In many cases, the ability to rapidly investigate and challenge suspicious behavior can cause a perpetrator to abandon a fraudulent claim or transaction before a loss occurs.

Information extraction and aggregation tools manage Intelligent Investigation Manager search capabilities across structured and unstructured data that originates both within and outside of the enterprise. It also uncovers and resolves identities and relationships to create the most complete, consistent view of the entities and activity in and around a business. These information sources are not static; as new data arrives, it is analyzed in near-real time to better tune each fraud investigation.

Strengthen fraud resistance

Fraud occurs when weak internal controls exist within an organization. Through its analytics and case management capabilities, Intelligent Investigation Manager helps organizations identify where these ineffective internal controls exist, thereby flagging where processes and policies need to be updated.

Intelligent Investigation Manager helps organizations bolster their resistance to fraud by enabling them to better understand their system and process weaknesses. Additionally, using the collaborative and transparent intelligent investigation process helps raise fraud awareness by involving key stakeholders and specialists in the investigation. With strong investigative capability and analytics-based insights in place, employees are more likely to recognize potential fraud patterns and report suspicious activity. Plus, Intelligent Investigation Manager captures case histories and interaction information that is required for regulatory compliance and audits. All of these factors add up to a successful program that acts as a strong deterrent to fraud.

Evaluate results to help improve investigation outcomes

Intelligent Investigation Manager helps put an organization's management and legal staff in control of anti-fraud efforts and results. Managers can view key performance metrics, such as investigations conducted or money saved, at any time—even while an investigation is occurring. Intelligent Investigation Manager also helps simplify the preparation of case-ready reports; when the time comes to transfer a case to the legal department or authorities for negotiation or prosecution, the case file is easy to transfer or archive electronically. In addition, by reducing the potential for investigation mismanagement, Intelligent Investigation Manager helps organizations prevent costly litigation and reputation damage.

Take a proactive approach to combating fraud

Organizations that take a proactive approach to fighting fraud are more likely to lessen the costs of fraud and additional damages. With the IBM Intelligent Investigation Manager offering, extracting value from today's flood of data to investigate and combat fraud becomes a highly efficient and effective process. Intelligent Investigation Manager enables any organization to tap into internal and external content, whether structured or unstructured—opening up a wide pool from which to gain actionable intelligence and build cases for smart fraud protection.

For more information

To learn more about IBM Intelligent Investigation Manager or schedule a conversation about how your organization can address its fraud investigation challenges, contact IBM to talk to an IBM Intelligent Investigation specialist or visit: ibm.com/software/ecm/investigation-manager



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¹ Association of Certified Fraud Examiners. “2012 Report to the Nations.” www.acfe.com/rtn-highlights.aspx



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