

IBM SolutionsConnect 2013

Turning Opportunity into Outcomes.



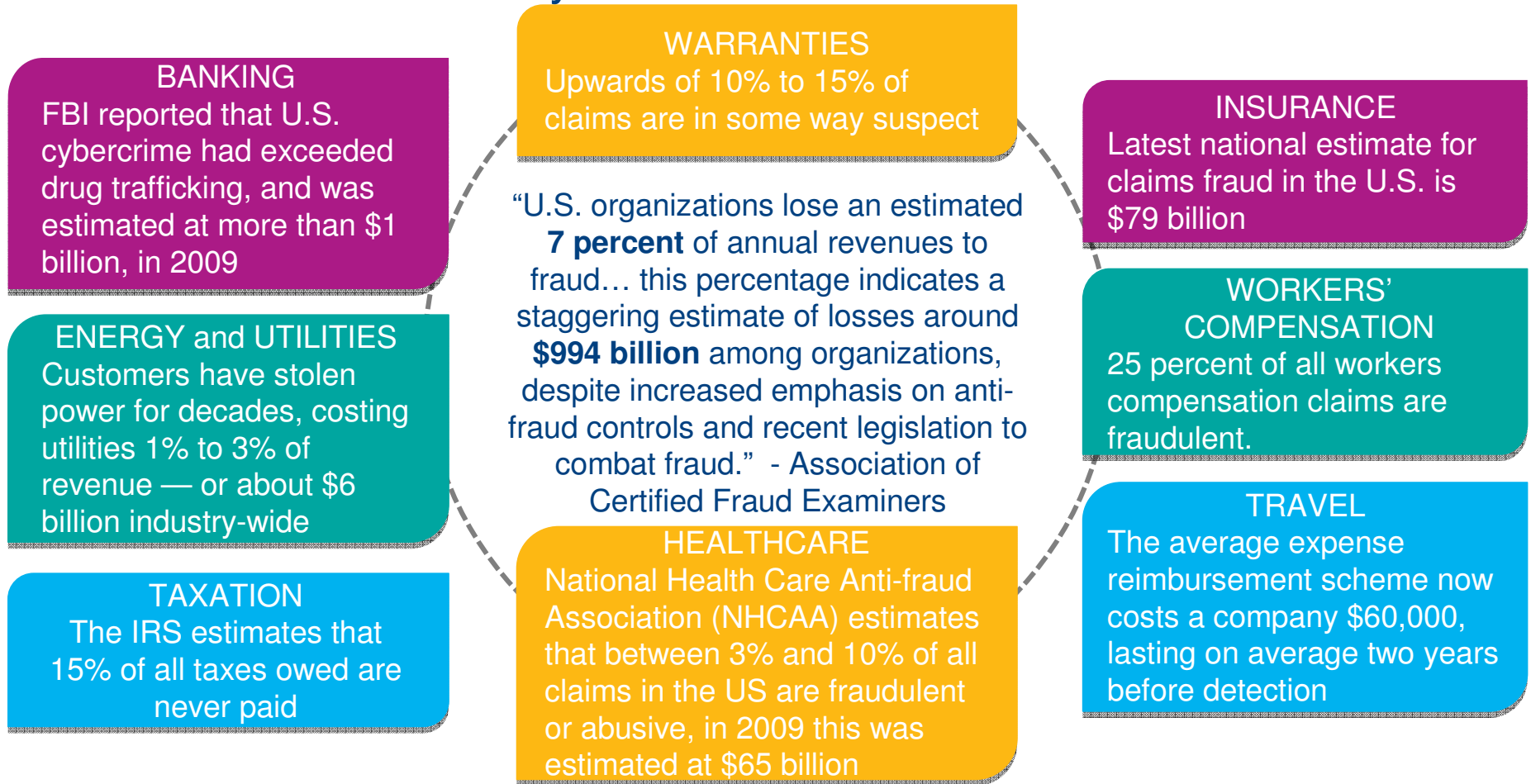
Bestrijd Fraude met Intelligent Investigation Manager

Cees van der Woude – CSP ECM

Content in Motion

Smarter Content. New Insights. Better Outcomes.

Fraud costs private and public sector enterprises hundreds of billions in revenues each year



Sources: Banking – BBC News; Energy and Utilities – Electric Light and Power Magazine; Taxation – The Economist; Healthcare – National Health Care Anti-fraud Association; Insurance – Coalition Against Insurance Fraud; Warranties – Warranty Week; Worker's Compensation – US Chamber of Commerce; Travel – Business Travel News, Gartner

Netherlands is not different.....



De Stentor

[ABN AMRO voor miljoenen opgelicht](#)

Telegraaf.nl - 29 mei 2013

In **Nederland** zijn drie woonhuizen en vier bedrijfspanden doorzocht in de ... Hoe zit het met de **Fraude** die **ABN- Amro** en alle banken plegen ...



['Bulgaren-fraude is geen Europees, maar Nederlands probleem'](#)

Volkscrant - 17 mei 2013

Het is aan de Nederlandse autoriteiten om de Bulgaarse **fraude** met Nederlandse belastingtoeslagen aan te pakken. Die fraudezaak is geen ...



Eindhovens ...

[Hennepfabriek ontdekt door vermoeden fraude](#)

Telegraaf.nl - 23 mei 2013

Hennepfabriek ontdekt door vermoeden **fraude**. TILBURG -. De inval woensdag in het pand van rookwarengroothandel TGC Trading en ...

[Jetsetstel verdacht van fraude](#)

Telegraaf.nl - 22 mei 2013

Het imago van societykoppel Irma Smits en Thomas Fabius ligt aan duigen. De Nederlandse schone en de Franse ministerszoon waren ...



[Fraude van 50.000 euro bij webwinkels door twee vrouwen](#)

Trouw - 22 mei 2013

Twee Haagse vrouwen hebben volgens justitie voor bijna 50.000 euro aan spullen bij webwinkels besteld, om deze bij nietsvermoedende ...

[Onthutsende fraude ziekenhuizen](#)

Telegraaf.nl - 12 mei 2013

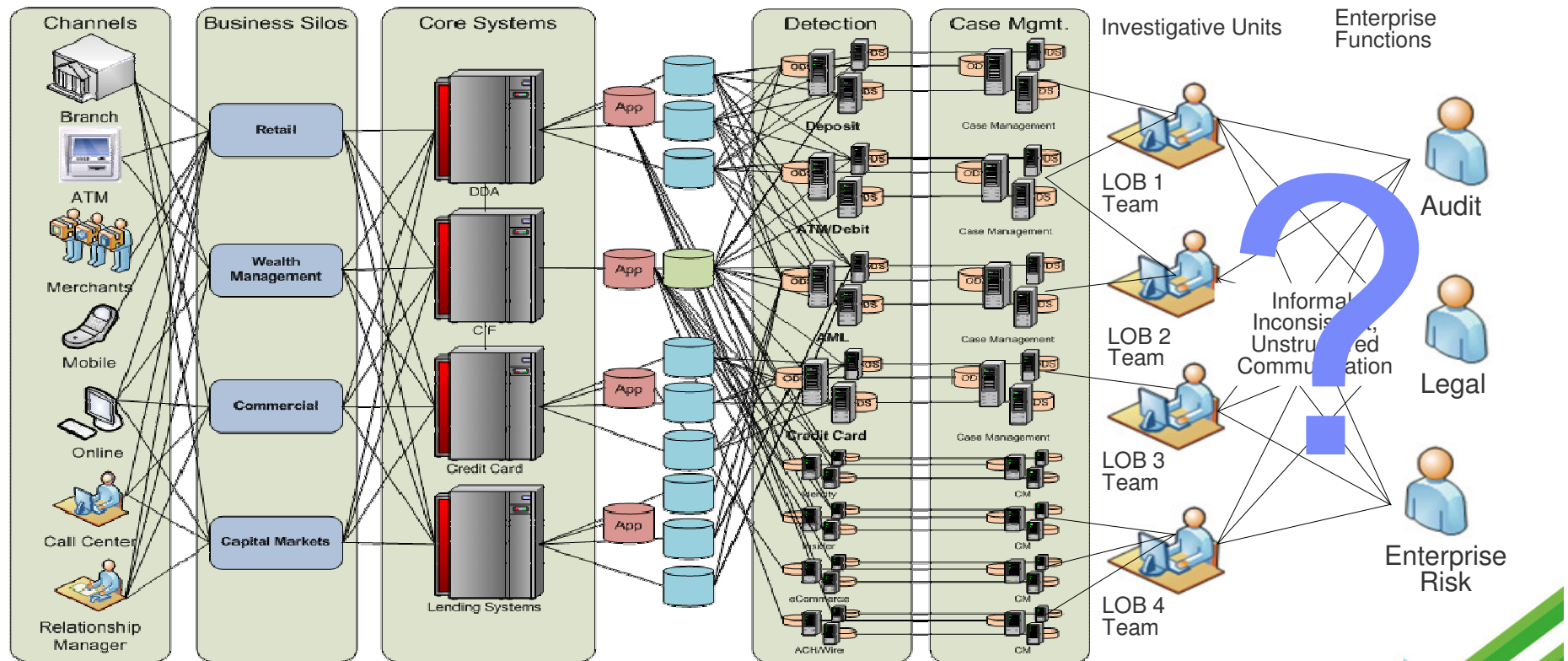
Ongeveer tien procent van alle nota's van Nederlandse ziekenhuizen is niet volledig naar waarheid ingevuld en soms zelfs geheel verzonnen.





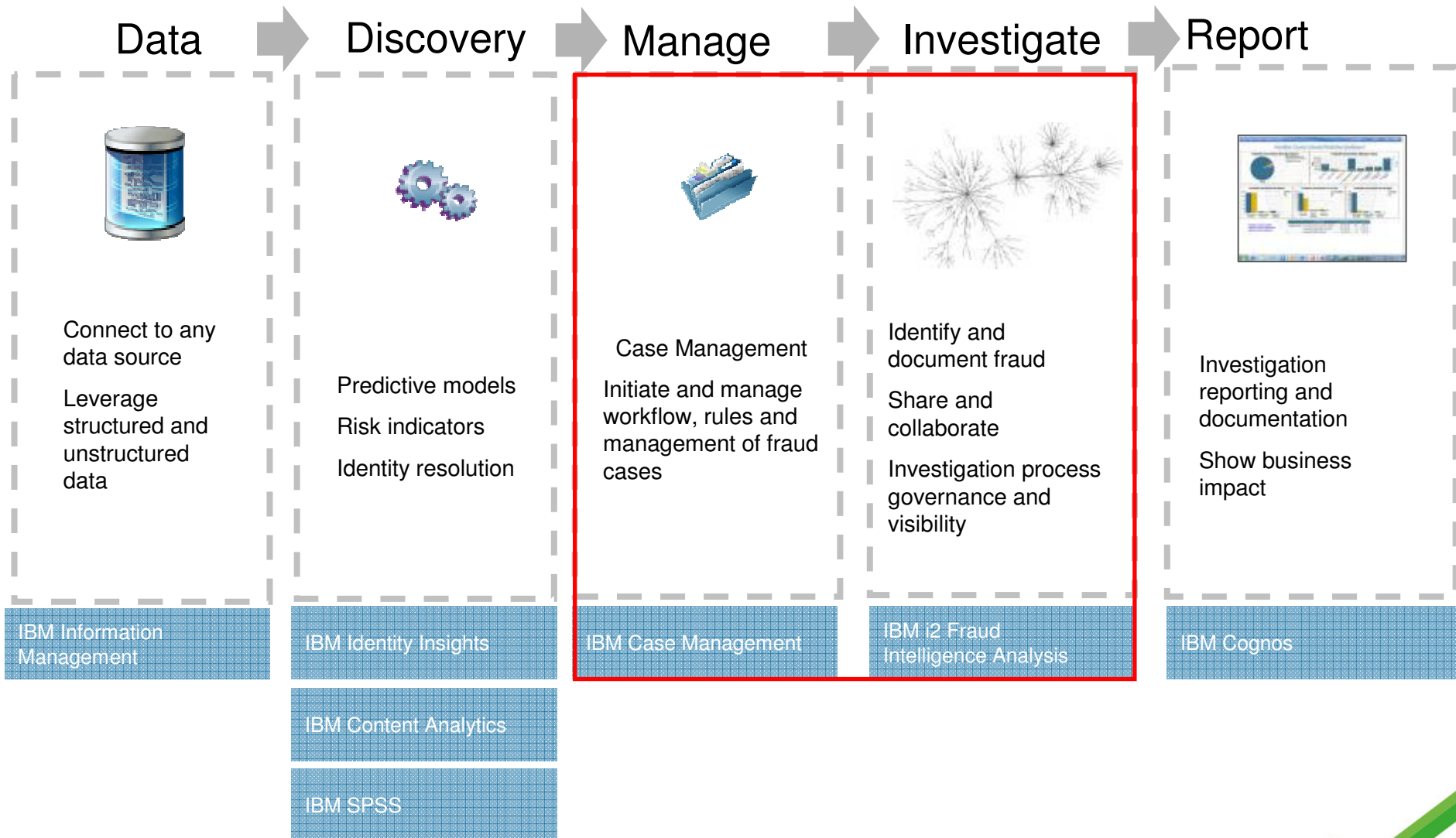
Challenge: Fraud schemes are becoming more complex

- Complex patterns; many channels
- Huge volumes of structured and unstructured data distributed across multiple silos
- Tight deadlines to assess risk and investigate possible fraud
- (LOB) Investigation Unit is focal part of the solution, involve other stakeholders to enrich investigation and raise awareness





IBM - delivering capabilities against the fraud lifecycle



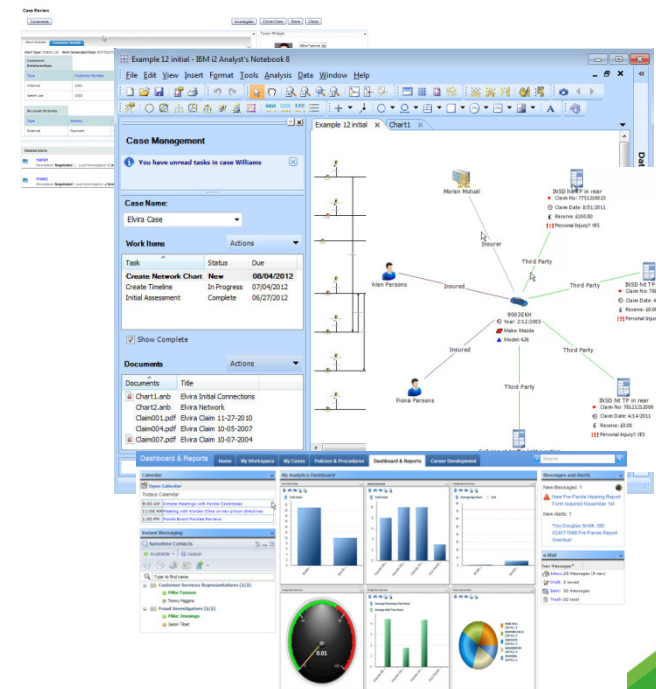
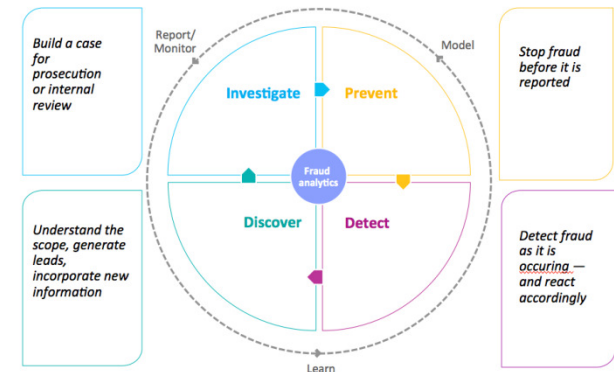
Introducing IBM Intelligent Investigation Manager

A new solution for optimizing fraud investigation

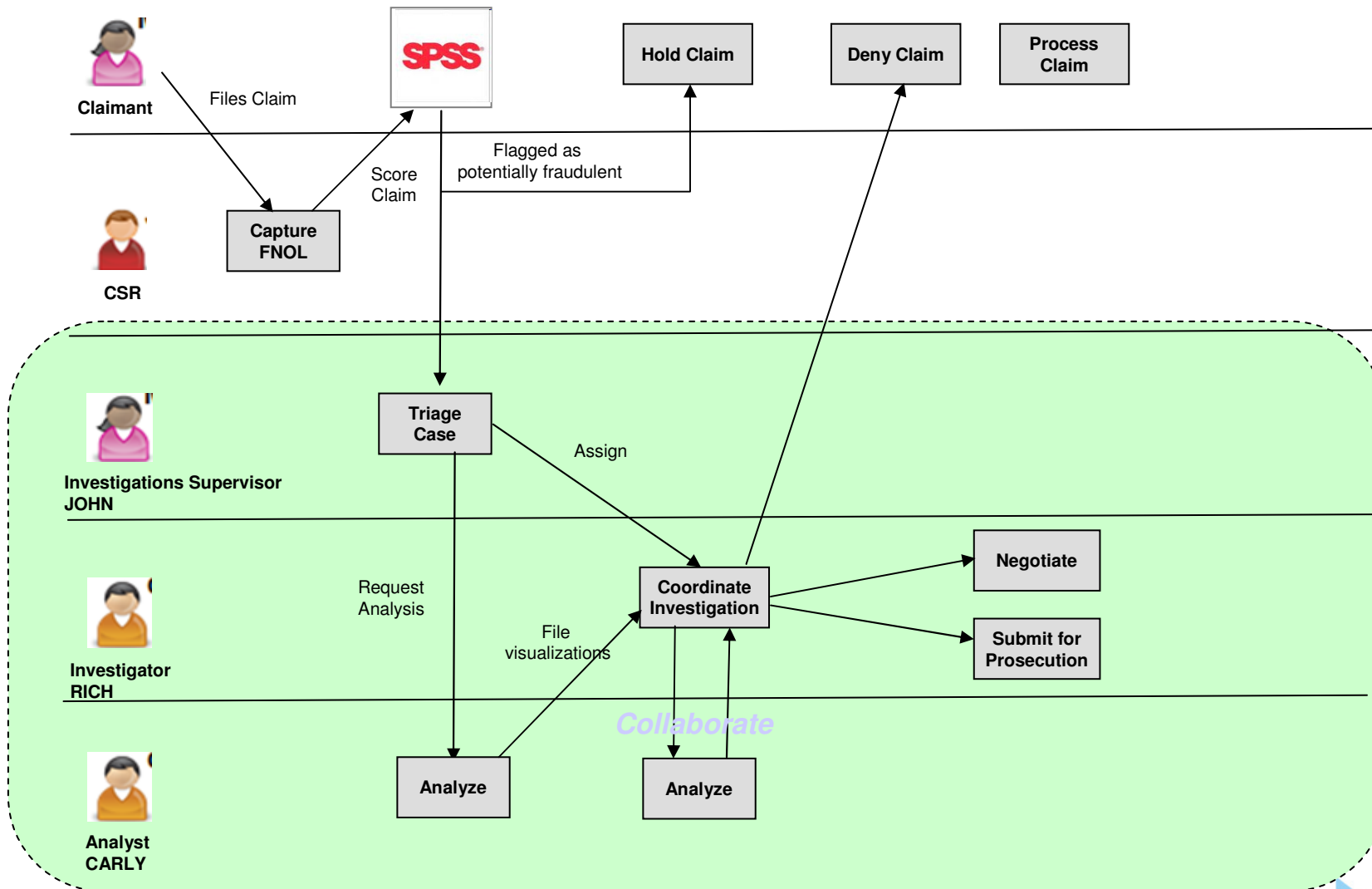


- Combines capabilities of IBM Case Manager, IBM i2 Fraud Intelligence Analysis and IBM Content Analytics
- Efficiently process cases and coordinate activity across the investigative team
- Conduct forensic analysis, generate leads, visualize the scope of the fraud and gather evidence. Capture results directly into the case.
- Discover new entities, patterns and insights by searching through structured and unstructured content
- Facilitate the management of the case including the handoff to supervisors, litigators or other authorities
- Provide transparency into the effectiveness of the investigative process using integrated KPI reporting and analytics

Intelligent Investigation Manager provides key capabilities for the IBM Anti-fraud signature solutions



Example/Demo: Insurance Fraud Scenario



What is shown?

- SPSS/Rules/Analytics flags claim as suspect
- Supervisor triages
 - 360 view of case
 - Manage documents
 - Case history
 - Collaboration
 - Routing of work
 - Alerts

Benefits

- Rapid detection/hold claims and reduce false positives
- Manage and govern case
 - Insight into entire case lifecycle
 - Process and coordinate across the investigative team



What is shown?

- Analyst uses i2 ANB to
 - Mine information
 - Analyze
 - Visualize
 - Share and communicate
- Integration
 - Alerts
 - Case documents
 - Add comments and documents

Benefits

- Information to Intelligence to ACTION
- Quickly and easily share and collaborate fraud intelligence
- Identify areas of fraud threats currently undetected

- Get case view without leaving ANB





What is shown?

- Investigator can use ad-hoc tasks to finalize case for hand-off
 - 360 view of case info
 - Ad-hoc tasks
 - Prepare case for litigation

Benefits

- Auditable, persistent record of fraud case
- Flexibility to handle disparate cases and optimize outcomes



Intelligent Investigation Manager: Winning Formula



"...even if The Cooperators was only able to avoid paying out 10% of this amount (\$20M/year), it's a significant savings."

"...with compelling numbers like this, why are we not moving ahead faster?"

Kathy Bardswick, Cooperator's Insurance CEO

"...the integrated solution saves us 3-5 years of effort of doing it ourselves...."

"We are very excited about getting this implemented...we want to see some quick success so we can expand it into other areas (including Life)."

Carol Poulsen, Cooperator's Insurance CIO

Backup/Screenshots



Analyze in ANB (analyst)



The screenshot displays the IBM i2 Analyst's Notebook 8 interface. The main window shows a network diagram with nodes and relationships. The left sidebar contains 'Case Management' with a notification 'New task assigned to analyst role', a 'Case Name' dropdown set to 'AC', and a 'Work Items' table. The right sidebar shows 'Analysis Repository Connector Databases' with 'ecdemo1 repository' selected, and a list of actions including 'Expand', 'Filtered Expand...', and 'Add to Sets...'. The bottom status bar shows 'Show Results' and a zoom level of 51%.

Task	Due
Perform Case Analytics	Unspecified