

APCON & PINDROP SECURITY

Network Performance Monitoring and Analysis



APCON Product:

IntellaView Hybrid Visibility Monitoring Platform

Pindrop Security Product:

Pindrop Fraud Detection System

PROBLEM OVERVIEW

Financial and banking institutions face specific and critical banking security challenges when monitoring their data networks. Complete visibility at all layers is fundamental because of the level of banking security, financial regulatory compliance, and mission-critical application performance required in this industry. Beyond the uniform banking security requirements, there's professional competition to consider. Financial enterprises simply cannot afford to become victims of fraud.

Professional bank robber Willie Sutton famously said that he targeted banks "because that's where the money is." Yet if Sutton was still in that line of work today, he would probably trade in his mask and gun for a telephone. Financial companies experience fraudulent attacks daily through their customer service call centers. Attacks are made against call center representatives, interactive voice response (IVR) systems, and customers both through the phone and in combination with in-person and online channels.

OUR SOLUTION

Pindrop Security provides enterprise solutions to detect and stop phone-based fraud. Pindrop's breakthrough Phoneprinting™ technology identifies phone devices uniquely from the call audio to detect fraudulent calls and authenticate legitimate callers. While the call is in progress, Pindrop is evaluating dozens of key attributes and comparing those values against known prior calls. Phoneprinting provides an overall risk score for every call as well as detail on each of the key attributes. Phoneprinting routinely identifies over 80% of inbound fraud calls to enterprise contact centers, saving millions of dollars in losses and contact center expenses a year.

The Pindrop Fraud Detection System is implemented by tapping the call center network links that carry the center's Voice-Over-IP (VoIP) call traffic, and that's where APCON technology contributes to the overall security of the call center. APCON intelligent network monitoring switches work in concert with APCON passive and managed TAPs to collect, aggregate, and distribute the VoIP packets to the Pindrop appliances. APCON increases call visibility by precisely routing and balancing large call loads among several Pindrop tools.

A comprehensive call security monitoring strategy includes the ability to:

- Monitor every call coming into or originating from the call center
- Collect packet streams from all network links and merge them into a continuous flow
- Direct that flow to Pindrop tools, maintaining the integrity of each call

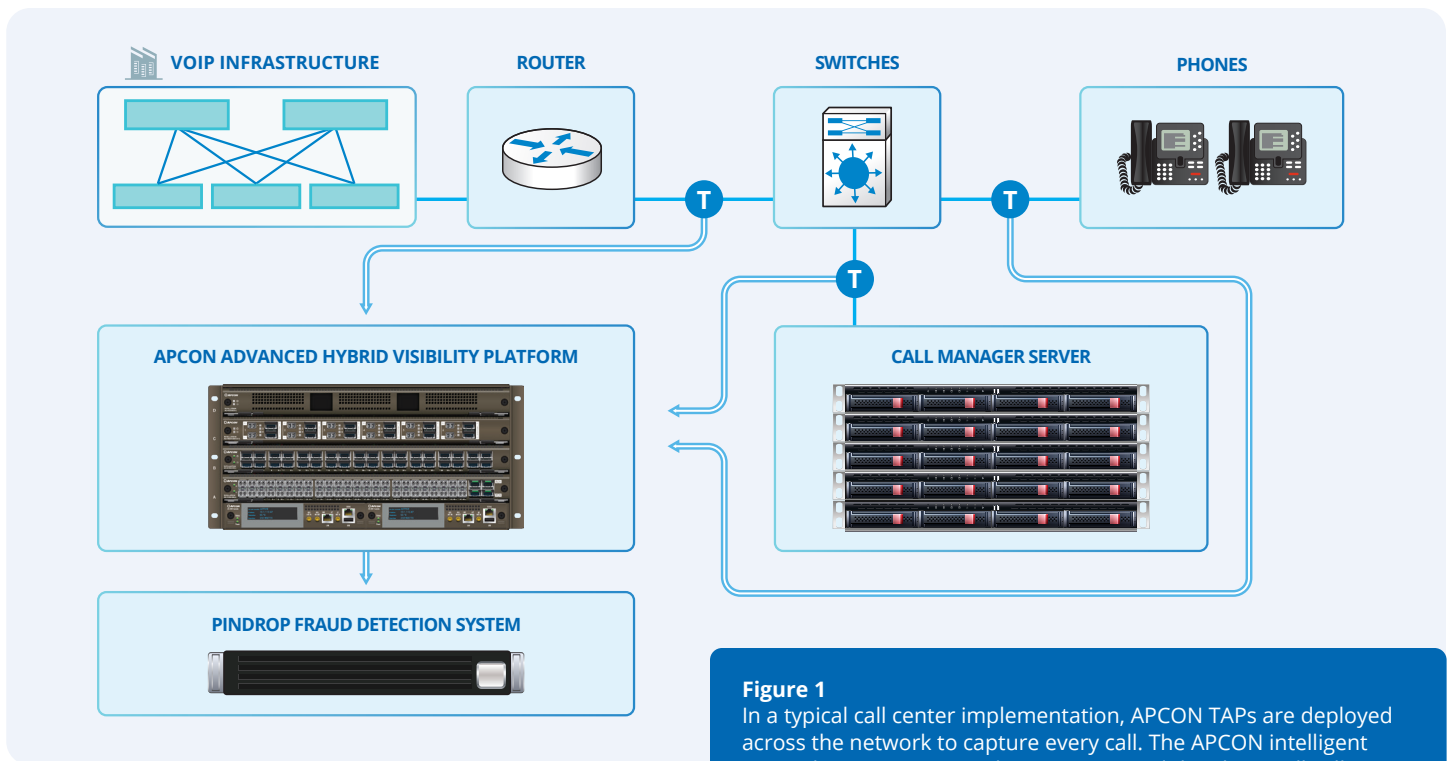


Figure 1
 In a typical call center implementation, APCON TAPs are deployed across the network to capture every call. The APCON intelligent network monitoring switch aggregates and distributes all calls to one or more Pindrop Security Fraud Detection System appliances.

These key abilities are provided through the use of APCON TAPs and APCON intelligent network monitoring switches. Together with Pindrop Security, APCON creates a complete call center visibility solution.

APCON intelligent network monitoring switches provide a highly available, fault-tolerant, and scalable architecture suitable for use in a production call center running real-time fraud security analytics, as well as additional monitoring in the form of VoIP probes, Application Performance Monitoring, and data recorders for later playback and analysis. Moreover, APCON switches can also monitor the HTTP, SMTP, and database access traffic that a modern call center generates, and route that traffic to appropriate tools.

APCON provides an enterprise-grade intelligent network monitoring switch solution with the port density, overall port count and throughput capacity, and high availability to handle the volume of data generated in a modern call center. APCON also provides time stamping capability at the nanosecond level and the ability to eliminate duplicate packets, slice packets at the header, and filter packets on any criteria.

APCON switches allow network engineers to bring together data from anywhere on the network, aggregate and manipulate the data at the packet level, and direct those data flows to any tool in inventory for analysis.

ABOUT APCON – APCON develops scalable network switching solutions for enterprise data centers worldwide. APCON intelligent network monitoring switches and TAPs provide complete network visibility, improve network security, and optimize monitoring tool efficiency. APCON's filtering and aggregation technology and multi-switch management software minimize network downtime and maximize monitoring tool investments.

ABOUT PINDROP SECURITY – Pindrop Security provides solutions to protect enterprise call centers and phone users. Pindrop's solution combines authentication and anti-fraud detection technology to verify legitimate callers while detecting malicious callers. Pindrop's unique Phoneprinting™ technology is the first of its kind to analyze and fingerprint individual phone calls, providing the caller's true location and calling device and matching them to Pindrop's fraud database. Pindrop Security's solutions restore enterprises' confidence in the security of phone-based transactions.



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