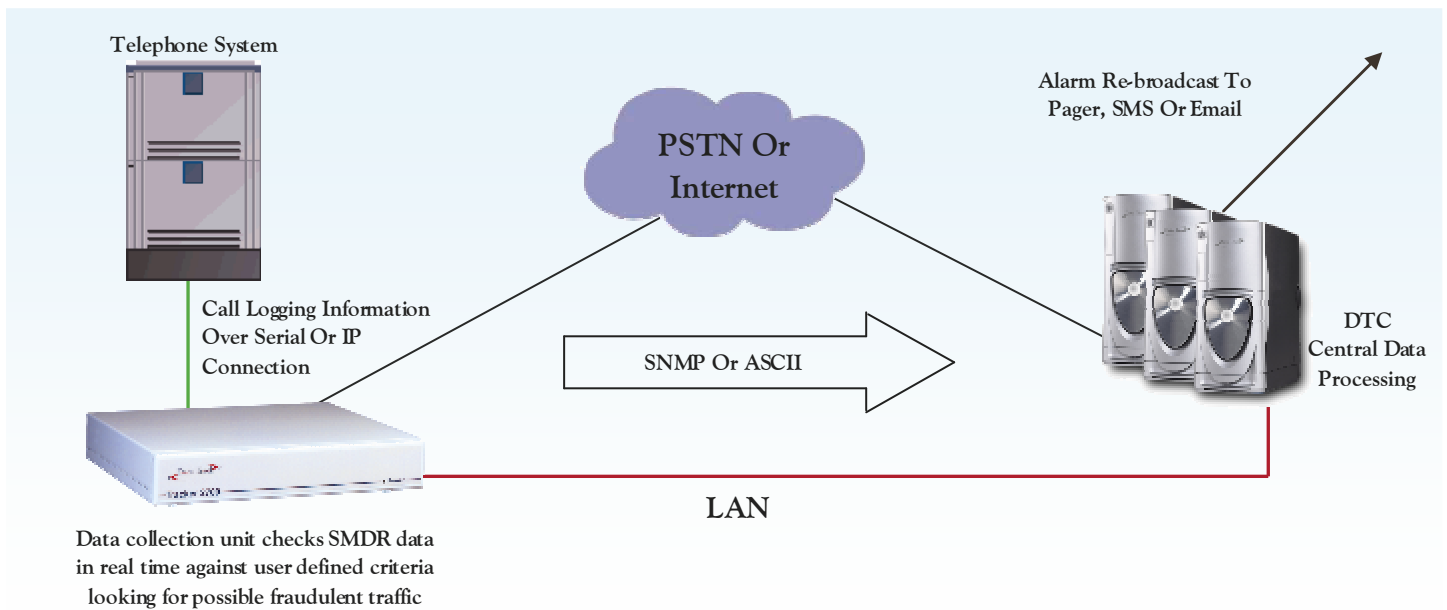


## 2021 FRAUD ALARM SERVICE

24 Hour a day monitor	Individually configured per site
Analyses calls in real time	Monitors unlimited number of sites
Detects suspicious telephone activity	Reports alarms to monitoring service



### OVERVIEW



The 2021 Fraud Alarm Service is designed to combat the ever present problem of fraudulent use of a company's telephone system. Each year businesses lose significant amounts of money due to internal abuse or external fraud. This can be detected by running a call logger or by checking the carrier bill, however both of these will occur some time after the fraud started or the abuse occurred; this delay costs thousands.

The 2021 Fraud Alarm Service checks calls as they happen and notifies you immediately if suspicious activity is detected. It checks not only individual calls but can also look for call patterns both in and out of normal working hours. If suspicious activity is detected an alarm can be delivered by email, pager, SMS or to one or more central monitoring services.

The DTC installed data capture unit runs automatically 24 hours a day and needs very little attention. Fraud and abuse are a fact of life for businesses both large and small. The 2021 Fraud Alarm Service combats this menace and provides you with peace of mind; can you afford to be without it?

## DIAL THROUGH FRAUD

Dial through fraud, also known as Toll Fraud, can occur when an organisation's voice system is used by outsiders to make free telephone calls at the organisation's expense. The growth of fraud is being assisted by the growing sophistication of voice networks together with open interface standards.

## INTERNAL ABUSE.

Employees, contractors, cleaners and security staff can all use an organisation's telephone system and can call expensive premium rate or international numbers. It is not just about the price of the call, it is also the time spent on the call that is wasted.

## CALL DETECTION

The 2021 Fraud Alarm Service can be programmed to detect a whole variety of different calls and calling patterns by time of day, day of week and rate of occurrence.

Examples include:

Premium rate numbers

International Calls

Tandem calls

Calls to specific numbers

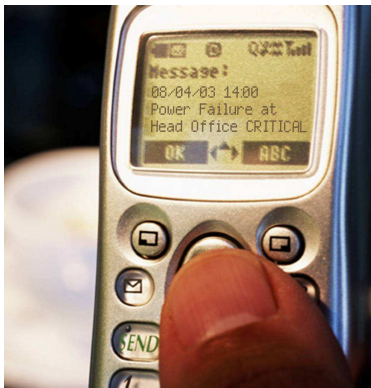
Calls transferred from voice mail

Calls to / from DISA port

Long duration calls

Short duration calls (war dialling)

Calls outside office hours



## ALARM NOTIFICATION

Alerts include the last call record that triggered the alarm and can be delivered in ASCII text or SNMP format. Delivery methods include modem dial out, LAN, WAN, internet, email, pager or SMS service.

## CENTRAL ALARM SYSTEM

The 2021 Fraud Alarm Service is compatible with leading alarm monitoring systems such as HP Openview.

## TELEPHONE SYSTEMS SUPPORTED

The 2021 Fraud Alarm Service can be deployed alongside most popular telephone systems including Alcatel, Avaya, Ericsson, Mitel, Nortel, Philips, Samsung, Siemens and Toshiba. It works with both IP and legacy systems.

Data Track is a quality ISO 9001:2000 certified company.

## CONTACTS

Tel: +44 (0) 870 870 2021

Website: [www.dtc-int.com](http://www.dtc-int.com)  
Email: [dtc.sales@dtrack.com](mailto:dtc.sales@dtrack.com)

Fax: +44 (0) 870 870 2120

Christchurch • Basingstoke • Reading • Antwerp • New York • Los Angeles