Frost Bank Relies on SecureLogix for Robocalls & Fraud Prevention

Robocalls & Spam

Social Engineering & Financial Fraud

Challenge

Frost Bank was wrestling with the alarming growth in robocalls across its enterprise. The bank was concerned the volume of robocalls impacted customer service efficiency and introduced the potential for phone fraud.

Background

The San Antonio-headquartered financial services company is one of the nation's 60 largest banks, with 134 branches across Texas. Founded in 1868, Frost is the primary subsidiary of Cullen/Frost Bankers, Inc., a bank holding company with $39.4 billion in assets and 4,500 employees.

As of 2019, Frost has earned more Greenwich Excellence and Best Brand Awards for providing superior service, advice, and performance to small-business and middle-market banking clients than any other bank nationwide for three consecutive years.

Frost

Approach

Frost Bank quickly benefit from increased call and voice network protection through the SecureLogix Call Security Managed Service and the service team's use of the SecureLogix Red List malicious callers and attacks data service. This dynamic data service is powered by the intelligence SecureLogix collects from all enterprise voice attacks and malicious caller interactions and acts to quickly filter suspect calls from connecting to Frost. This increases customer support response times for legitimate incoming calls to the bank.

Result

Frost Bank's voice network had on average about 750,000 monthly calls. SecureLogix identified 3% to 5% of incoming monthly calls as fraudulent and blocked this malicious and unwanted traffic from reaching agents. While Frost's original concern was robocalls, SecureLogix was able to prevent all other types of fraudulent calls from spammers. SecureLogix tools can proactively identify and mitigate fraudulent call patterns to prevent many types of fraud-risk phone calls from impacting operations.

Solution

CALL DEFENSE™
system

CALL SECURE™
managed service

SecureLogix®

https://securelogix.com