

SecureLogix Blocks Over 2.4M Robocalls at Insurance Giant



Robocalls &
Spam



TDoS



Harassing /
Restricted Calls



Spoofing &
Impersonation

Challenge

A major insurance company needed to secure their voice network. The insurance firm understood they needed to bolster telephony security and prevent robocalls from turning into a TDoS (Telephony Denial of Service) attack that could cripple its operations.

Soon after they became a SecureLogix customer, the analytic reports uncovered a previously undetected high volume of harassing robocalls.

Background

The insurance company is one of the largest property and casualty insurance providers and auto insurance providers in the U.S. Blocking robocalls was imperative for the insurance company to maintain its phone capacity for customer calls.

Approach

The firm has experienced steady growth in fraudulent robocalls. Over the past 10 or so years, the calls have increased from about 600,000 annually to 1 million annually to currently 2.4 million calls per year.

A longtime customer, the company first managed the SecureLogix Call Defense™ System application set themselves. Given the steady increase in robocalls, the client asked SecureLogix for a professional managed service to block unwanted calls, maintain current policies against emerging threats, and provide regular analytic reporting.

As a result, this client helped pioneer the SecureLogix Call Secure™ Managed Service solution. It provides automated security protection for voice networks and is the industry's foremost line of defense against TDoS attacks, toll fraud, call pumping, robocalls, spoofed calls and other threats.

This insurance company became the first SecureLogix customer of the Call Secure™ Managed Service which has since become a high demand suite of services.



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Result

SecureLogix continues to mitigate TDoS attacks on the client's voice networks without any impacts on operations.

The client is now piloting the use of the Orchestra One™ Call Authentication Service for their call centers. Orchestra One is an automated call authentication service that scores the identity and trust level of every inbound call into their contact centers. It helps defeat spoofing, fraud, and account takeover attacks while also reducing contact center costs and improving customer experience.

Solutions

CALL DEFENSE™
system

CALL SECURE™
managed service

ORCHESTRA ONE™
call authentication service