SecureLogix Saves Healthcare System $1.4M in potential Toll Fraud Losses

Toll Fraud & Call Pumping

Challenge

A major medical center was losing significant revenue from toll fraud. Hackers had breached its voice system and were making overseas toll calls at $30 per minute. Over the course of six months the client was hit with $700,000 in fraudulent toll charges.

International revenue sharing fraud, also known as toll fraud, is a scheme to artificially generate a high volume of international calls on expensive routes. Fraudsters make calls to what are known as premium rate numbers and take a cut of the revenue generated from these calls.

Background

The nationally top-ranked academic medical center is also the largest non-governmental employer on in Midwest with nearly 10,000 employees and annual spending of over $550 million.

Approach

SecureLogix® stopped the high-volume spoofed calls attacking the firm's voice system. The voice network security platform from SecureLogix includes a voice firewall and voice intrusion prevention (IPS), along with detailed call analytics and reporting. The Call Secure™ Managed Service team provides an added layer of protection that manages the identification and blocking of call threats in real time.

Result

SecureLogix saved the client a potential annual loss of $1.4 million in fraudulent toll calls. The solution eliminated the toll fraud and protected their medical center voice system from other types of fraudulent calls to patient rooms while optimizing their capacity for expected business call traffic. Real-time reporting keeps the medical center staff up to date on telephony security threats and measures taken to protect their patients and operations.

Solutions

CALL DEFENSE™
system

CALL SECURE™
managed service

SecureLogix®

https://securelogix.com