

Managed Risk Services



YOUR SINGLE TOUCHPOINT TO A WORLD OF FRAUD EXPERTS

Constantly changing fraud schemes and business conditions require vigilance and expertise in managing fraud operations.

CyberSource maintains risk experts on six continents. With this global knowledge network, our team works to identify new fraud trends before they impact your business. As your business expands to new geographies or new channels such as mobile, you can count on CyberSource to be your trusted partner.



Accept More Good Customers

CyberSource's expert fraud analysts can refine and test your rules in order to maximize the acceptance of good orders. We work with your team to understand your business operations and help minimize false positives. This can have a significant impact on sustainable profit, increasing both immediate order revenues and enabling you to engage more customers, both new and returning.



Go Omni-Channel

CyberSource's Managed Risk Services team has worked with many merchants to help them minimize the risk of opening up new market channels. This involves:

- Assessing the specific risks around the new channel
- Providing guidance on security and validation practices
- Creating new rule sets for optimal performance
- Helping with the challenge of tearing down siloed walls between card present and card not present loss prevention systems and people

Whether you are opening up on Facebook or offering in-store pickup, our experience can help you get to market quickly with minimal risk.



Expand To New Territories

CyberSource operates all over the world, working with merchants to help them sell internationally. Using the knowledge from CyberSource's Managed Risk Services team you can speed up and simplify the entry into new markets, be it Chile or China, the UAE or the UK. We are unique in that we have risk experts across the globe in North America, South America, Europe, Middle East, Asia and Australia. We can assist you with your global expansion plans and help make your move to new countries seamless.

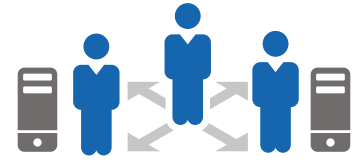


Cope With Peak Season Performance

Our Managed Risk Services team can work with you to plan for your busy periods. With deep analysis and understanding of your specific business needs, we help you develop and implement operational strategies so that peak seasons do not overload your team and processes. We can rapidly test and assess the impact that seasonal rule changes will have in advance of peak period, and quickly adjust to accommodate unexpected events. In addition, CyberSource can supplement your screening and review operations, with 24/7 coverage, allowing you to optimize results without adding staff as your business grows.

Choose Your Service Level

Managed Risk Services



Performance Monitoring — Gold

A dedicated Risk Analyst reviews your fraud management operations and recommends strategies and best practices to help you optimize your results.

Performance Monitoring — Platinum

Our Risk Analyst actively analyzes and manages your fraud strategies and Decision Manager configurations with performance guarantees.

Screening Management

Outsource your fraud operation to us. Our review team screens orders on your behalf, with Risk Analysts working with you to manage your fraud operations. Our team of review experts are staffed globally to provide 24/7 coverage.

	Performance Monitoring — Gold	Performance Monitoring — Platinum	Screening Management*
FRAUD MANAGEMENT SYSTEM	Access to Decision Manager	●	●
	On-Site Configuration Workshop	●	●
	Case Management System	●	●
	Advanced Reporting & Analytics	●	●
MANAGED RISK SERVICES	Dedicated Fraud Analyst	●	●
	Customized Reporting & Analytics	●	●
	Proactive Monitoring & Recommendations	●	●
	Managed Configuration: rule/profile creation		●
	Service Level Agreements		●
	Global Order Review Management including 24/7 Order Review Coverage		●
	Public Record Checks		●
	Social Media Checks		●
	Advanced 3rd party checks		●

*Minimum commitment required

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