NICE
Actimize

Brochure

Authentication-IQ

Fraud & Authentication
Management

Improve Authentication Processes with Holistic Management and Risk-Based Decisions

Insufficient authentication management leads to poor customer experience

Financial Institutions (FIs) have the opportunity to implement a wide range of innovative authentication technologies, but in doing so, they must meet their customers' demand for simple, non-intrusive authentication in every channel. In order to manage and use all the different authentication methods efficiently, balancing security, usability and cost efficiency, FIs must adopt a holistic fraud and authentication management strategy.

Actimize Authentication-IQ

The Actimize Authentication-IQ solution acts as the brain behind holistic management of multiple authentication methods and risk-based decisions. It creates a complete customer profile, based on historical authentication activity, account servicing, and transactional behavior which is then used to identify suspicious behavior at log-in or throughout a session, producing real-time actionable risk scores. Authentication management tools manage the process of step up authentication, choosing the appropriate method, producing alerts and enabling real-time interdiction. Further, the solution provides alert and case management in a unified context to prioritize investigations and optimize workflow across the enterprise

Improve Customer Experience

Control risk exposure intelligently and select with accuracy and granularity those distinct cases where stronger authentication must occur. "Good" customers are seamlessly permitted into the system, while risky ones are challenged. In addition, centralized step-up management allows you to match the right kind of authentication methods to each user.

Reduce Fraud Losses

Improve fraud prevention by interlinking fraud risk intelligence and authentication strategies, stopping fraud before it ever enters the system. Bridging authentication strategies in digital, physical, and contact center channels provides better fraud detection rates and enables identifying cross-channel attacks before they cause damage.

Increase Operational Efficiency

Control authentication strategy with flexible policy and rulewriting, influencing real-time interdiction decisions for any authentication method. Managing all authentication processes in one place optimizes authentication operations, reduces unnecessary investigations, and minimizes costs.

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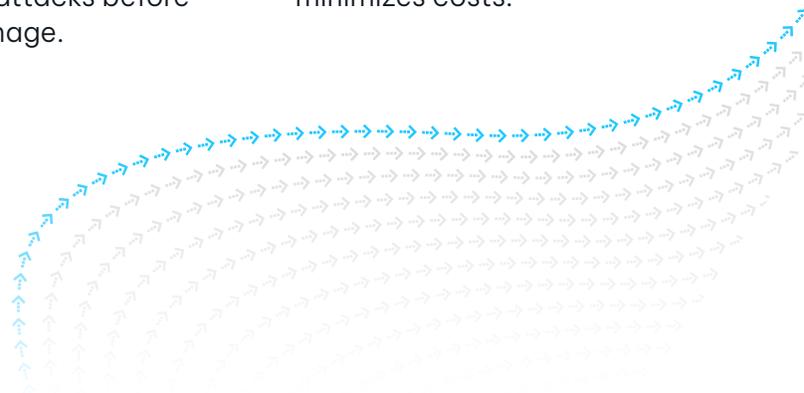
Rich Set of Features for Improving Authentication

Risk-based decisioning throughout interactions with customer

Produce risk scores for log-in and access events based on dedicated analytical models. These models consider countless risk indicators, such as the interaction channel, user device, and customer's authentication profile. Risk scoring doesn't stop at the front door—the solution includes ongoing evaluation of risk across the customer interaction.

Streamlined authentication processes

Manage all your customers' authenticationprocesses in one place, improving efficiency. Limit the number of customers who are ever stepped up, challenging only risky customers and reducing the number of fraudsters who get into the system.

Omni-channel protection

Bridge the gap in authentication across banking channels. The solution provides a holistic view of customer interactions across channels, specifically looking both at digital and non-digital channels, detecting, and preventing cross-channel attacks.

Optimized use of existing authentication methods

Ingest data and alerts from all existing authentication tools into a centralized system to make the best step-up or step-down decision for each user in a specific scenario. This is based on risk, channel, device capabilities, cost, customer segment, customer preferences, and more.

Customer choice in authentication

Allow customers to choose their own form of authentication based on comfort level and security

Comprehensive alert and case management

Provide investigators with detailed activity and risk scores in a single consolidated alert via an easy-to-use interface. Prioritize and route alerts to appropriate investigators based on configurable rules and workflows.

Automated Business Intelligence

Verify your authentication strategy efficacy in fraud prevention, identifying weak spots or vulnerabilities leading to loss, and gauging the impact of authentication strategy changes on customer impact.

Ensure Compliance

Enables compliance among many authentication tools with FFIEC/ECB guidance.

→ **Learn More**

Know more. Risk less.

About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers' and investors' assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.