POCHTA BANK CASE STUDY: CROSS-CHANNEL FRAUD PREVENTION WITH SECURE BANK

Pochta Bank is a universal retail bank created in 2016 by VTB Group and the Russian Post. The bank develops its regional network based on the locations of Russian Post offices and its own customer service centres.

In post offices, the bank operates via service windows through which customers interact with employees of the bank or the Russian Post. The bank does not use cash desks and all transactions are conducted through cash recycling ATMs. Pochta Bank is the only bank in Russia whose ATM network is entirely made up of cash recyclers.

http://www.pochtabank.ru

Industry
Finance and banking

Services
Retail banking

Founded in
2016

18,000
service desks

83
regions in Russia

10 million
customers in 2018

> 4800
ATMs

Group-IB's solution

Secure Bank is Group IB's client-side online fraud prevention system, working across all the devices in real time.

Intergration background

Pochta Bank's mission — is to improve financial services and make them more accessible for people in Russia, including small and remote areas.

The bank is growing rapidly and takes security very seriously. Without systematic and continuous efforts to ensure information security, however, there is a high risk that the various channels will be poorly protected, resulting in limitations to business development.

Pochta Bank faced the challenge of needing to provide greater security for their products and services all the while making them more convenient for customers.

Why Group-IB?

After testing several solutions, Pochta Bank chose Secure Bank SDK Mobile. The bank's priority was to strengthen control over customer protection by detecting cross-channel fraud and to make mobile banking transactions more secure, for both individuals and businesses.

> **Group-IB's product helps us achieve greater accuracy in detecting fraudulent activities and therefore prevent fraud faster.**
>
> **Stanislav Pavlunin,**
> Vice President, Director of Security,
> Pochta Bank

Group-IB's solution

Secure Bank is Group IB's proactive real-time bank fraud prevention system for all client devices.

Secure Bank Mobile SDK, a mobile banking solution, is a source of comprehensive and accurate information about payment risks for the bank's main anti-fraud system. Secure Bank Mobile SDK's advanced features, together with its parent product Secure Bank, is a reliable tool for preventing cross-channel fraud and correlating data about user behaviour on various devices (smartphones, tablets, laptops, PCs) via any channel of interaction with the bank (mobile app, online banking, etc.). Secure Bank Mobile SDK takes client protection control to a new level by detecting cross-channel fraud and significantly improving mobile banking transaction security, for both individuals and legal entities. Moreover, the system helps significantly reduce the costs of processing legitimate transactions.

> We have created a smart product that incorporates Group-IB's unique technologies, such as device fingerprinting, proprietary machine learning practices, and a number of patented remote connection detection methods.

Pavel Krylov,
Head of anti-fraud department, Group-IB

Results and outlook

Secure Bank is an additional source of quality data for the bank's anti-fraud system. The data have made fraud detection and prevention more accurate.

In particular, thanks to this solution, Pochta Bank is now able to estimate risk levels for devices that their customers use to access the online banking system and mobile app.

For instance, if the bank notices that a customer's smartphone is infected with a Trojan, the bank's specialists will pay particular attention to this individual's account and in the event of unusual activity will take immediate action to suspend the transaction and confirm it with the customer.

> " **Technology is increasingly present in people's lives and banking services are invariably following this trend. Solutions of this class provide a new outlook on the security of banking services without reducing product properties, which in today's market is a key to success.**
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> **For us, integrating Secure Bank is an investment in the security of our customers and a boost for the competitive advantage of our high-tech products.**

Stanislav Pavlunin,
Vice president, Director of Security, Pochta Bank

Group-IB is an international leader in exposing and preventing cyberattacks, detecting fraud, and protecting intellectual property online.

According to **Gartner**, **IDC**, and **Forrester**, Group-IB is one of the world's key providers of Threat Intelligence, with a database containing more than 100,000 cybercriminals' profiles

Group-IB's clients include major banks, financial organisations, industrial and transport corporations, IT and telecommunications providers, and retail and FMCG companies in 60 countries.

55 000+
hours of incident response

1000+
investigations worldwide

EUROPOL   INTERPOL   **Official partner**

OSCE   **Recommended by the Organization for Security and Co-operation in Europe**