

# GlobalLogic

A Hitachi Group Company

## Real-time fraud prevention with machine learning & AIOps

A leading UK retail bank needed a real-time fraud detection solution to combat rising threats from increasingly sophisticated cybercriminals. GlobalLogic designed and implemented an AI-driven fraud prevention system, leveraging machine learning, AIOps, and big data analytics to detect anomalies, automate threat detection, and protect customer transactions.



fraud reduction across  
multiple brands

14M

active customers  
protected



end-to-end  
fraud visibility



## Challenge

The bank, serving over 14 million customers, faced a surge in fraudulent activity, particularly from non-UK sources.

Fraudsters exploited security gaps to carry out unauthorized transactions, apply for multiple credit cards, and attempt account takeovers. The bank's **existing fraud detection methods relied heavily on manual reviews** and siloed security data, leading to inefficiencies and blind spots.

The bank needed an advanced, AI-powered fraud prevention system that could detect and stop fraud in real time, to safeguard customers and financial assets.

## Value Created

- Developed an **AI-powered fraud detection** system using machine learning and AIOps.
- Integrated **Splunk's Machine Learning Toolkit** to analyze security logs and detect transaction anomalies.
- Built a **custom fraud monitoring dashboard** for real-time alerts and automated threat response.

## Impact

- **Reduced fraud losses** by detecting and blocking unauthorized transactions before they were processed.
- **Improved security monitoring** with a 360-degree view of customer activity across all channels.
- **Accelerated fraud investigations** by automating detection and reducing manual review time.
- **Strengthened compliance** by enhancing fraud tracking for non-UK transactions and improving regulatory reporting.