

NatWest at the frontier of scam detection



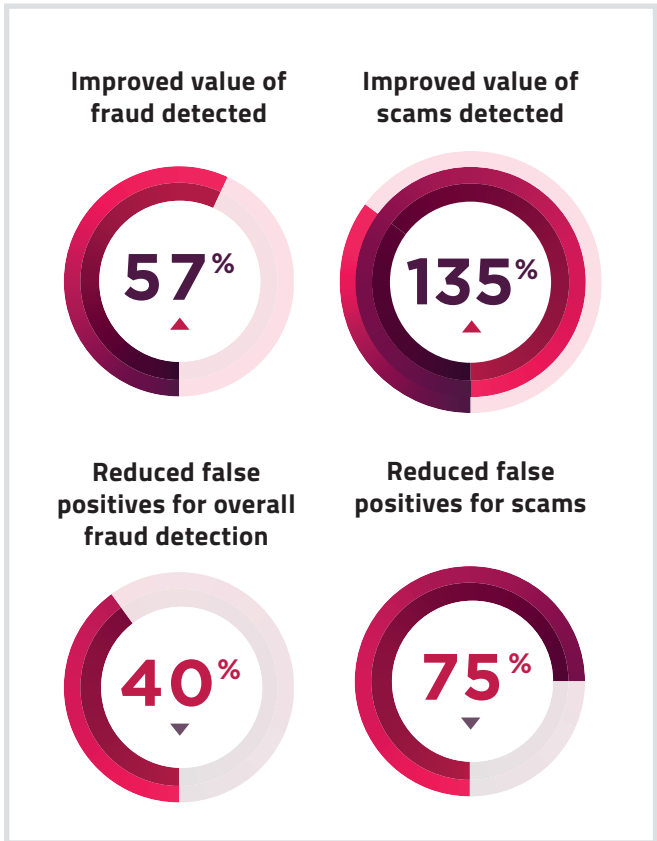
The challenge

NatWest, one of the U.K.'s leading consumer and commercial banks with 19 million customers, identified the need to transform its payment fraud detection controls for the improvement of scam detection. The bank chose to upgrade to a real-time fraud detection platform, with adaptive machine learning models as their first line of defense.

The bank also required the platform to offer the flexibility to design, develop, and deploy fraud risk modeling based on advanced applied analytics.

The results

In addition to meeting other objectives, including successful integration with core payment systems and response times with established performance tolerances, NatWest's new platform achieved marked improvement in detection rates over incumbent solutions. NatWest's deployment of Featurespace's solution achieved game-changing results from day one.



We selected Featurespace as a strategic partner as the team and their technology gave us the best understanding of NatWest's requirements to protect our customers from the harm of fraud. This award win is testament to Featurespace's excellence in this area. The financial return on our investment has outstripped our expectations and with ARIC's integration to our existing customer communication platform, we've seen a significant improvement in customer handling and complaints.