

Over 2.4M Robocalls Blocked at Insurance Giant



Preemptive TDoS Attack Mitigation Provides Insurance Giant with Industry's Foremost Line of Defense

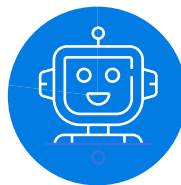
For an insurance company that deals with property, casualty and auto insurance, the ability for customers to get in touch with an agent as quickly as possible is of vital importance. Understanding the magnitude that a possible TDoS attack would have on its business, the insurance firm knew it had to protect its voice channel before it was too late.

A steady growth in fraudulent robocalls is enough to make any enterprise grow concerned about their voice channel operations. Having previously managed its call defense application suite in-house, one of the largest insurance providers in its field needed a managed service that could block unsolicited robocalls and uphold up-to-date security policies against emerging threats.

Business Challenge

A major insurance company needed to secure their voice network. The insurance firm understood they needed to bolster telephony security and prevent robocalls from turning into a TDoS (Telephony Denial of Service) attack that could cripple its operations. Soon after they became a customer, the analytic reports uncovered a previously undetected high volume of harassing robocalls.

The insurance company is one of the largest property and casualty insurance providers and auto insurance providers in the US. Blocking robocalls was imperative for the insurance company to maintain its phone capacity for customer calls.



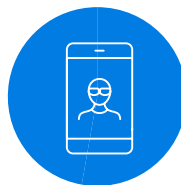
**Robocalls
& Spam**



TDoS



**Harassing/Restricted
Calls**



**Spoofing &
Impersonation**

Solution

The firm has experienced steady growth in fraudulent robocalls. Over the past decade, these calls have increased from about 600,000 annually to 1 million, and now to 2.4 million calls per year.

The client sought a professionally managed service to block unwanted calls, maintain up-to-date security policies against emerging threats and provide regular analytic reporting.

The managed call security service delivers automated protection for voice networks and is considered the industry's foremost line of defense against TDoS attacks, toll fraud, call pumping, robocalls, spoofed calls and other threats.

Outcome

TDoS attacks on the client's voice networks continue to be mitigated without any impacts on operations. The client is now piloting the use of an automated call authentication service for their call centers. This service scores the identity and trust level of every inbound call into their contact centers, helping to defeat spoofing, fraud and account takeover attacks while also reducing contact center costs and improving the customer experience.



TNS Enterprise Voice Security can help:



Detect and filter suspicious voice traffic



Deliver passive caller authentication through IVR integration



Support dynamic threat mitigation and policy enforcement



Improve inbound call answer rates and reduced wait times for customers.



Use metadata and behavioral analytics to evaluate caller legitimacy without disrupting legitimate interactions



Provide real-time insights and forensic call reporting

About TNS

Established more than 30 years ago, TNS has facilitated billions of branded calls, supporting thousands of organizations across more than 60 countries. TNS has over 10 years of call identification experience and handles over 1.5 billion daily call events from over 500 operators.



To learn how TNS Enterprise Voice Security can help your business, please contact our team.

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