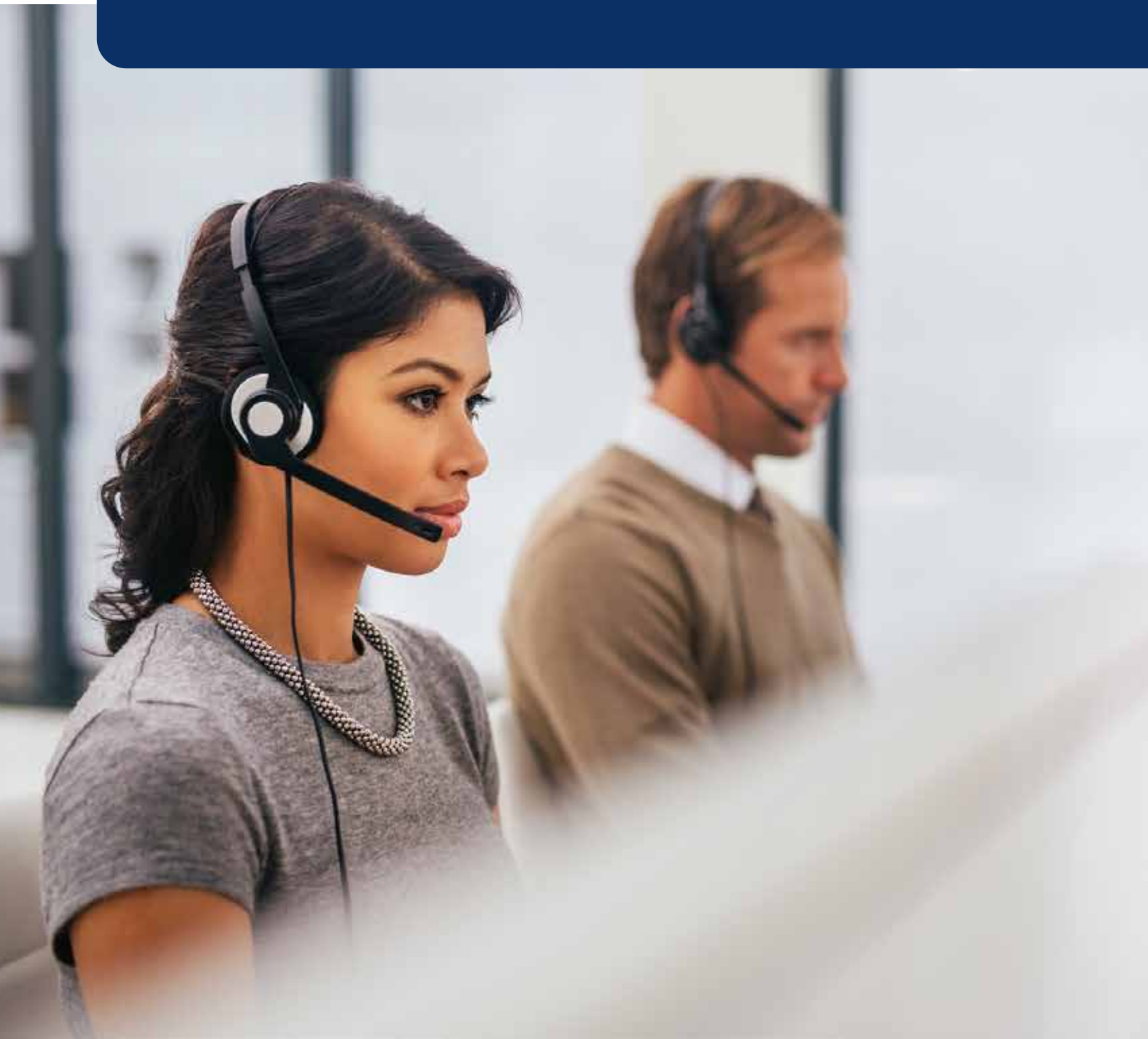TNS

Major US Bank Stops Ransom TDoS Attacks With Advanced Voice Security

7.1M Robocalls Blocked in One Weekend After Deployment of Advanced Voice Security
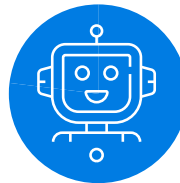
A TDoS attack led a major US bank to deploy an advance voice security solution to neutralize the attack and prevent scammers from rendering its phone services inoperable. With 7.1M robocalls blocked over the course of the first weekend, the demonstrable need for voice network security in high-touch industries is clearer than ever.

In industries where communication via telephone is one of the quickest ways to correspond with customers, the risk of TDoS attacks that could render this channel inoperable has widespread ramifications. Advanced security measures allow enterprises to protect their voice channel from such attacks, as well as other types of fraudulent activity from scammers.

Business Challenge

A major US bank was hit by a Telephony Denial of Service (TDoS) attack with millions of robocalls across its voice network. Robocalls in large numbers use up significant amounts of an organization's resources. In overwhelming numbers, they can render phone services inoperable and prevent business transactions.

Robocalls & Spam

TDoS

The bank originally sought a solution in response to a TDoS attack on their voice network. Fraudsters had called into one targeted bank branch demanding a ransom in exchange for making the robocalls stop. After the bank refused to meet their demand, the scammers proceeded to target all bank branches in that region with call floods.

Solution

A layered voice security solution was quickly deployed to halt the ongoing TDoS attack targeting the bank's branches. Soon after implementation, the bank was hit with 7.1 million robocalls in a single weekend due to a misdirected telemarketer campaign aimed at its centralized SIP network. The system successfully blocked all 7.1 million robocalls, preventing the call flood from breaching critical thresholds that could have taken down the bank's entire voice infrastructure.

Outcome

The bank did not pay the ransom to stop the TDoS attack once solutions were deployed to halt all the attacks. In the case of the weekend telemarketer campaign 'gone viral,' the volume of robocalls was so overwhelming it would have resulted in a TDoS if not blocked. This major US bank now relies on advanced voice security measures to protect its entire voice infrastructure across all retail bank branches from scammers as well as spam marketing calls.

TNS Enterprise Voice Security can help:

- Detect and filter suspicious voice traffic

- Support dynamic threat mitigation and policy enforcement

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

- Deliver passive caller authentication through IVR integration

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

- 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.

solutions@tnsi.com
tnsi.com/solutions/communications/restoring-trust-to-voice/