Data Track Technology

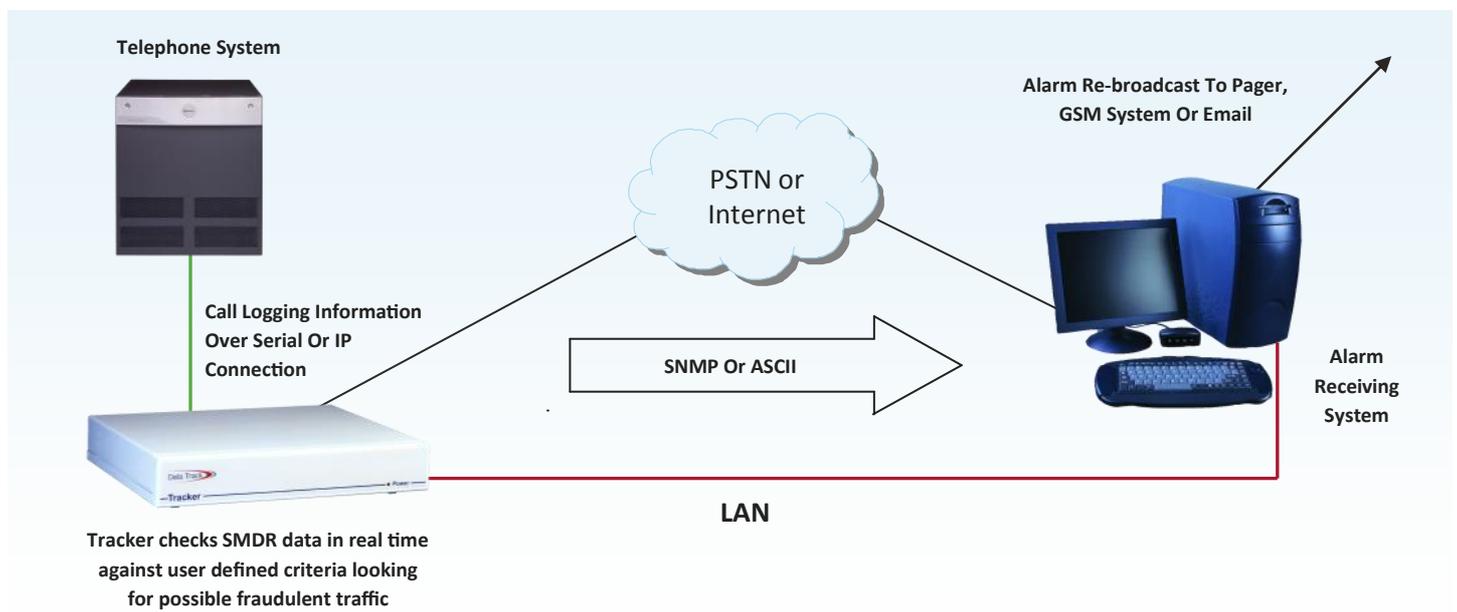# TRACKER FRAUD ALARM SYSTEM

24 Hour a day monitor	**Individually configured per site**
Analyses calls in real time	**Monitors unlimited number of sites**
Detects suspicious telephone activity	**Reports alarms to monitoring service**

Telephone System

Alarm Re-broadcast To Pager, GSM System Or Email

PSTN or Internet

Call Logging Information Over Serial Or IP Connection

SNMP Or ASCII

Alarm Receiving System

LAN

Tracker checks SMDR data in real time against user defined criteria looking for possible fraudulent traffic

OVERVIEW

The Tracker Fraud Alarm System is designed to combat the ever present problem of fraudulent use of a company's telephone system. Each year businesses lose significant amounts of money due to internal abuse or external fraud. This can be detected by running a call logger or by checking the carrier bill, however both of these will occur some time after the fraud started or the abuse occurred; this delay costs thousands.

The Tracker System checks calls as they happen and notifies you immediately if suspicious activity is detected. The system checks not only individual calls but it can also look for call patterns both in and out of normal working hours. If suspicious activity is detected an alarm can be delivered by email, pager, SMS or to one or more central monitoring services.

The Tracker system is easily installed, runs automatically 24 hours a day and needs very little attention. Fraud and abuse are a fact of life for businesses both large and small. The Tracker Fraud System combats this menace and provides you with peace of mind; can you afford to be without it?

Dial Through Fraud

Dial through fraud, also known as Toll Fraud, can occur when an organisation's voice system is used by outsiders to make free telephone calls at the organisation's expense. The growth of fraud is being assisted by the growing sophistication of voice networks together with open interface standards.

Internal Abuse.

Employees, contractors, cleaners and security staff can all use a company's telephone system and can call expensive premium rate or international numbers. It is not just about the price of the call, it is also the time spent on the call that is wasted.

Call Detection

The Tracker Fraud System can be programmed to detect a whole variety of different calls and calling patterns by time of day, day of week and rate of occurrence. Examples include:

Premium rate numbers	Calls to specific numbers	Long duration calls
International Calls	Calls transferred from voice mail	Short duration calls (war dialling)
Tandem calls	Calls to / from DISA port	Calls outside office hours

Alarm Notification

Alerts include the last call record that triggered the alarm and can be delivered in ASCII text or SNMP format. Delivery methods include modem dial out, LAN, WAN, internet, email, pager or SMS service.

Central Alarm System

The Tracker Fraud System is compatible with leading alarm monitoring systems such as HP Openview or Data Tracks AMS Software.

Telephone Systems Supported

The Tracker Fraud System can be used on most popular telephone systems including Alcatel, Avaya, Ericsson, Mitel, Nortel, Phillips, Samsung, Siemens and Toshiba. It works with both IP and legacy systems.

Call Logging

The Tracker Fraud System can store call records for collection by a call logging system such as the Data Track Eclipse CMS Software.

Data Track is a quality ISO 9001:2000 certified company.