

## **Multimedia Fraud Detection**

### **Synopsis**

Financial institutions such as bank, insurance companies and pension funds employ a large number of traders to manage their assets such as stocks, securities and bonds. To limit fraud, these banks want to record all communications of traders. In addition, a number of countries, such as the UK, also require this by law.

CyberTech is a company that has specialized in recording phone calls and processing recorded audio conversations. We have developed software to do the actual recording of the audio and the related metadata. In addition we have a suite of applications that work on top of the recorded audio. Examples are search & replay of audio, archiving of audio and speech analytics.

Recently, multimedia has entered the world of financials as well. Traders are no longer only using the phone, but also instant messaging, video chat and video voicemail. In addition, surveillance cameras record the trading floors all day long. Companies such as CyberTech are therefore investigating how these new forms of multimedia communication can be used to detect (and prevent) fraud.

The main goal of this "afstudeerproject" is to investigate what role multimedia can play in fraud detection and future legislation of financial institutions. What tool support is required, and how can it be integrated with existing compliance and fraud detection applications. A prototype implementation is part of this assignment.

### **About CyberTech**

CyberTech Internal is a global company, headquartered in Alkmaar, The Netherlands, with offices all over the globe. CyberTech offers voice recording solutions for the financial world, but also for contact centers and public safety (police, ambulance, etc).

CyberTech HQ in Alkmaar has a Research & Development department of 40+ people who are successfully building software solutions that are used by big companies and institutions all over the world.

For more information, please visit: [www.cybertech-int.com](http://www.cybertech-int.com)