

Increase Fraud Detection and Improve Local Authority Service Outcomes

Defend yourself from the risk of fraud with NetReveal

The challenge

Recent Studies¹ suggest that unidentified fraud costs UK Local Authorities approximately £1.9bn per annum via non-compliance, waste and fraudulent misuse of a variety of benefit schemes.

Fiscal pressures and demands for Council services are increasing, coupled with wide scale adoption of Digital channels for service delivery. Against this backdrop, the opportunities and incidents of fraud are escalating.

While many Local Authorities have systems in place to detect certain types of fraud, organised criminals and fraudsters continue to target public services in increasingly complex ways – the challenge is to stay ahead of the curve. Improvements in fraud detection and accurate pin-pointing of suspicious behaviours to prevent fraud present a significant opportunity for innovation and improvement. This in turn can lead to more effective use of resources and protection of Council finances while at the same time improving service outcomes for citizens.

The information that distinguishes fraud from honest behaviour is often hidden within a mountain of data and uncovering this insight relies on building an intelligent picture of the extended network of information around the Citizen. There is a growing need to move detection up-stream in order to prevent fraud and to prompt compliant behaviour before it becomes a problem. Local Authorities have an opportunity to enhance and develop their ability to uncover waste and misuse to better protect finances and improve performance in Fraud Detection.

Solution overview

The NetReveal Fraud solution enables Local Authorities to make better-informed decisions on each and every claim, application or case. By creating a single view of all individuals, companies, addresses and other entities, the solution identifies cases with a high risk of error, non-compliance, debt, fraud or serious criminal activity. Our clients have used this technology to achieve a step-change in effectiveness for all aspects of their fraud and compliance strategy: education, prevention, detection, investigations and audit.

Maximising effectiveness and efficiency

The networks created by NetReveal can be automatically characterised by type and complexity so that the whole risk landscape is instantly mapped.

For example:

- Sophisticated avoidance schemes can be traced back to source.
- Entire networks of reimbursement claims can be uncovered as organised crime.
- Complex business structures and ownership networks can be rapidly understood.
- Cases can be segmented and routed to the correct investigation team and simple cases of non-compliance can be identified and acted on using automated workflows.

Taking action on prevention

Once fraud or error has occurred, recovery of lost revenue or criminal investigations can be complex and resource intensive. Prevention can be more effective but any potential solution must be highly accurate to allow legitimate applicants to flow through the system and perform at speed to provide a high level of customer service. NetReveal can be deployed both up-stream at the point of transaction to help accurately identify a high level of fraud without inconveniencing compliant citizens, and downstream to focus on sophisticated frauds involving collusion and organised behaviour. This accuracy is achieved by risk assessing networks of related information rather than simply assessing the limited information contained in the transaction. With the capability to perform risk assessments in real-time, NetReveal can be deployed to detect fraud in areas such as:

- **Travel Concessions** – Ineligible applications for travel concessions such as free bus passes.
- **Business Rates** – Applications for exemptions, relief or unlisted property notification.
- **Council Tax** – Applications for council tax discounts, exemptions or support.
- **Housing** – Fraudulent housing requests, unauthorised changes of tenancy, and property subletting.

¹ Fighting Fraud and Corruption Locally: 2016-2019, Department for Communities and Local Government, March 2016

Key benefits



Spot fraud activity early

Gain a holistic view of risk, evaluating every individual, provider, or other entity, uncovering patterns of relationships and quickly identifying previously undetected methods of fraud.



Automates the assessment of non-compliance

Cases which are risk assessed as low level non-compliance can be handled by personalised automated treatments, to improve investigator efficiency.



Accelerate investigation and resolution

Simplify incident response and reduce time spent on investigations from weeks to days or hours by empowering investigators with intelligent risk prioritisation and intuitive research tools.



Increased level of customer service

Accurately identifying legitimate applicants to flow through the system without unnecessary delay.



Supports a 'high value' detection and prevention strategy

Transforming the capability to detect organised fraud and prevent future fraud.



Single solution covering a wide range of fraud types and business problems

Provides the capability to target non-compliance, opportunistic evasion and sophisticated organised attacks.



Comprehensive data aggregation and analysis to provide highly accurate prioritised assessments

Fuses and interrogates all internal and available third-party data.



Real-time risk assessment at point of transaction or registration

Protecting from sophisticated repayment frauds.



Rapid assessment and development of cases

Automatically generates an analysis picture of a new case.



Increase accuracy at scale

Uncover fraud quickly, risk assessing in real-time through a combination of sophisticated statistical pattern-matching, machine learning and social network analysis.

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