

After our PBX was breached and used to place costly international calls we have been looking everywhere for a solution. The features Humbug provides help us manage our telecommunications, and give us peace-of-mind, knowing our systems have an added layer of security.

Flemming Schou Nielsen, Managing Director

ABOUT FJ SEPARATION APS

Located in Denmark, FJ Separation ApS provides environmentally sound industrial disposal and water treatment services. Since the business of FJ Separation ApS occurs mainly in Denmark, the telcom behavior signature of the company is quite simple; very rarely are calls made to international destinations.

THE CHALLENGE

FJ Separation ApS had implemented an Asterisk based PBX system which was breached during 2010, and used to place costly international calls. The company's telecom operator did not detect the sudden increase in calls and cost, and the company was held responsible for telecom bills resulting from the attack.

Ever since, FJ Separation has been searching for a security solution for their PBX, specifically with the ability to notify management of traffic anomalies and changes.

THE SOLUTION

After discovering Humbug's Analytics & Fraud Prevention service, FJ Separation was able to quickly and easily implement and deploy the solution. Using Humbug's set of customizable alerts, management was able to control their telecom activity and have real-time knowledge of any discrepancies that may be occurring in the company's telecom infrastructure.

Humbug Telecom Labs believes that end-users understand their telecom traffic best, and provides organizations with a host of customizable alerts designed to provide proactive protection against fraud. Thus, Mr. Nielsen of FJ Separation was able to easily configure alerts and receive notifications if calls are placed to countries and destinations that his organization never calls, costly destinations, and premium numbers. He is also notified if calls are placed outside regular business hours.

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Worldwide Telecom Fraud Telecommunications fraud is a reality that cannot be ignored. The costs are insurmountable, reaching \$80 Billion in losses in 2009. According to the Communications Fraud Control Association (CFCA), operators are losing an average of 4.5% of their total annual revenues to fraud (subscription fraud, PBX hacking, and premium rate service fraud, among others). 78% of participating CFCA operators report that fraud is a constant nuisance within their organizations. Regardless of the safeguards instituted by telecommunications carriers, fraud related losses increase year after year. Telecom fraud creates losses for telephony operators, but also affects the revenues of consumers and businesses of all sizes, which are constantly under fire from well organized fraudsters and hackers. Additionally, rapidly advancing telephony technology and the widespread adoption of IP platforms have created an emerging market of new services and offerings which create new opportunities for fraud to occur. It has become increasingly difficult to combat sophisticated fraudsters. The integration and use of dedicated analytics & fraud detection systems had historically been the sole privilege of carriers ...until now.