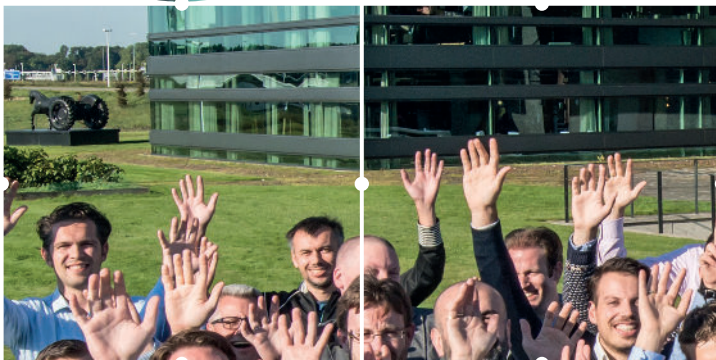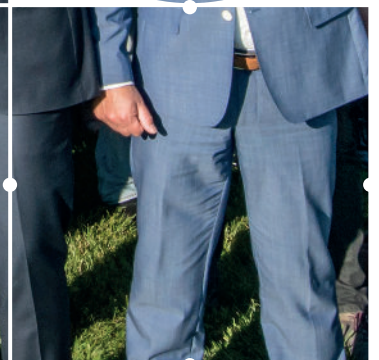# FRISS tackles insurance fraud with Solvinity

Increasingly fewer swindlers are able to get the better of insurance companies.

FRISS
fraud, risk & compliance

FRISS tackles insurance fraud with Solvinity

Increasingly fewer swindlers are able to get the better of insurance companies. By unleashing clever algorithms onto big data and policy holders' details, insurers are increasing their chances of catching frauds with the help of FRISS. Solvinity assists this fraud detection and risk management specialist in taking a step further into the future.

"As a supplier and partner, we don't expect companies to just do what we say," says Nico Kaag, Chief Information Security Officer (CISO) at FRISS - an international specialist in fraud detection, risk management and compliance. From their office in Utrecht, the service provider serves insurers nationally and internationally with smart software that detects fraudulent claims. FRISS' software runs in the cloud and the company is undergoing substantial growth.

"Our company is growing at a rate of 75 to 100% a year. The previous supplier was unable to support this growth sufficiently, due to their business model," says Kaag. FRISS operates in various European countries, but for legal reasons it operates in the cloud exclusively from the Netherlands. "A number of clients still run our software locally, but we would rather see them starting to work through SaaS as soon as possible. That way, we would be able to support them optimally. However, certain clients still view the cloud with a certain trepidation."

Risk assessment

Insurers regularly send in data to FRISS for analysis. From terabytes of raw data, the company creates insights with smart algorithms, generating a FRISS score for each claim. That score then indicates the risk of fraud.

"We've connected external data sources to our platform. Our system is able to grab the right information from all of those data sources and discern a pattern that indicates whether the chance of fraud is high or low. The goal for an insurer is to settle all cases scoring low swiftly through an automated process, so that no further human intervention is required. All high-scoring cases are blocked and investigated manually, while everything in between is scrutinized. This way, insurers' investigative teams are able to work a lot more effectively, since all cases unlikely to involve fraud no longer have to be examined," the CISO explains.

The load FRISS' environment receives to process fluctuates hugely. "That's due to our vast growth," says Kaag. "We're regularly adding new clients. Moreover, major clients send sizable batch assignments once in a while and that creates enormous peaks. In these cases, we want to be able to expand our environment and reduce it again at the end of the assignment."

"As a supplier and partner, we don't expect companies to just do what we say."

Handshake from the outset

It can sometimes be difficult for a supplier to properly manage that variation in server load, which Kaag now knows. In order to prepare the company for new clients and to be able to run an even more advanced version of the software in the future, a call for tenders was issued. "From the six parties selected, we eventually opted for Solvinity."

According to Kaag, decisive factors in the choise for were that Solvinity radiates partnership, the certifications it was able to present (including SOC 2), its performance of the Proof of Concept, the prices and the feeling FRISS's ICT staff got from Solvinity. "We felt a click with the engineers straightaway."

"We're a challenging client due to the high demand we place on environments. Solvinity is fortunately used to heavy loads and fluctuating environments. We get terabytes in, process them and return them," says the CISO. That means the quantity of data grows very quickly, since more and more insurers are allowing policy holders to add documents and photos of the damage, and damage forms to their claims.

Paying according to use

The price model Solvinity offers is different to what it was previously. "We now have a cost model based on what we use, and that's great," says Kaag. "We used to pay a fixed price, while now we might pay less one month and more the other. It takes getting used to, but it's more advantageous in the long term. In Solvinity, we've found a partner who ensures that capacity is sufficient, but who at the same time helps our SaaS solution to function as cheaply as possible by not consuming unnecessary resources."

"We believe partnership and flexibility are important in a supplier, because at times we require extra capacity and for us this has to be achieved in a straightforward manner. We sometimes also develop uncommon software that requires bespoke hosting solutions." Kaag continues: "Solvinity is a partner who actively contributes to reaching a solution instead of immediately saying: 'This doesn't fit with us'."

"We believe partnership and flexibility are important in a supplier."

ISAE 3402

SOC 2

ISO 14001

Proof of Concept
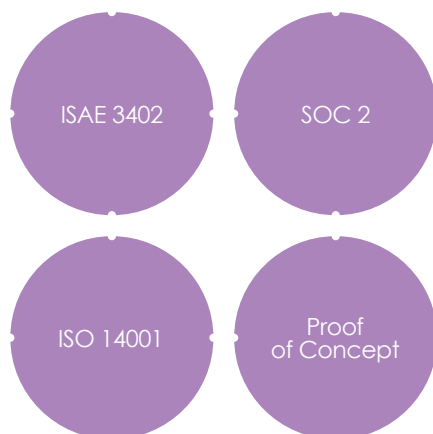
Platform becoming smarter and bigger

Kaag says that FRISS is constantly expanding its software in order to make the most of an increasingly broader pallet of international clients. "We will soon be rolling out a new software release including a UBO check in order to establish with certainty the identity of the parties with whom insurers do business. We will migrate both new as well as all existing clients to the new software environment and we'll be approaching everything differently."

The CISO furthermore has complete confidence that this project will be concluded successfully. "Solvinity has already actively contributed as a partner to performance problems and noticed issues before we did. They also showed themselves to be flexible when it comes to a migration; they're available around the clock. Previous migrations went off without a hitch, with data being transferred efficiently from one data center to the other."

"Data is being transferred efficiently from one data center to the other."

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information on
risk management
call Solvinity
035 523 26 26

About Solvinity

Solvinity develops innovative customer solutions and provides a high level of security to companies with safe access
to private, public and hybrid clouds. Solvinity specializes in cloud services for managed hosting, analytics, workplace
and security. The company is an expert in hosting critical infrastructures. Being 'Secure and compliant by design' is a
leading principle, which is supported with certifications according to international and national standards like ISO27001,
ISO14001:2004, ISAE3402 type II, SOC2 and NEN7510. Customers of Solvinity are amongst others national government,
municipalities, TNO, Trans Link Systems (Dutch public transport card), ING Bank, Nationale Nederlanden, Rabobank,
Ahold, Aegon en ICS Cards. Its annual turnover amounted to 35 million euro's in 2014. There are 180 employees working in
the Netherlands. For more information please visit www.solvinity.com, or follow Solvinity on Twitter and LinkedIn.

Postal address
Solvinity B.V.   T +31 (0)35 523 26 26
Postbus 58   www.solvinity.com/nl
1270 AB Huizen   info@solvinity.com