

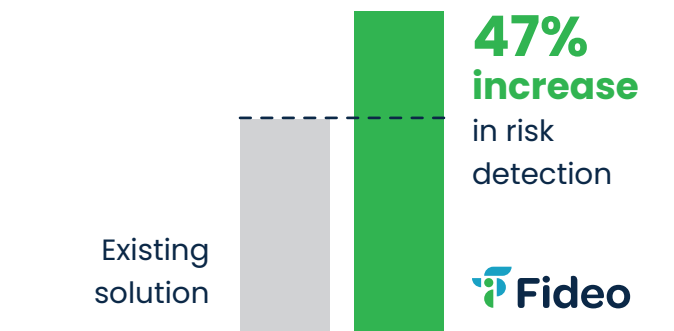
Improving Risk Assessment While Reducing Costs

How a High-Speed Fiber Internet Provider Enhanced Customer Screening



Summary

A fiber internet and phone service provider faced challenges in accurately identifying high-risk customers for their pre-paid vs. post-paid phone plans. By implementing Fideo Verify, they identified 47% more high-risk customers than their traditional credit provider.



The Challenge

The cell service provider needed to accurately assess customer risk to determine appropriate plan placement (pre-paid vs. post-paid). Their existing traditional credit provider was:

- ✗ **Missing high-risk customers**
- ✗ **Creating friction in the application process**



Pain Points

- High-cost existing solution (\$430,000+ annually)
- Excessive customer friction
- PII security concerns
- Cost disproportionate to transaction risk



The Solution

The provider implemented Fideo Verify's API-based risk assessment solution, integrating it directly into their application workflow.

The system provided real-time risk assessment based on billions of aggregated signals, enabling instant decisions while reducing friction for customers.





The Results

After implementing Fideo Verify, the provider saw immediate improvements in both risk assessment and operational efficiency.

- ✓ **Enhanced risk detection**
- ✓ **Detected sophisticated fraud patterns**
- ✓ **Streamlined customer experience**
- ✓ **Reduced PII exposure**
- ✓ **API-based real-time assessment**

Fideo Verify analyzed multiple data points for each application:

-  Name and address verification
-  Phone number validation



47%

more high-risk customers identified than the traditional credit provider



\$282,576.89

reduction in annual cost—
\$1,271,596.00 total savings over 4.5 years



55%

reduction in missed high-risk customers

About Fideo

Fideo is an Intelligence company that provides crucial intelligence to protect people, businesses, and communities. We power real-time identity verification and fraud prevention for platforms serving the fraud and finance sectors, communication companies, the intelligence community, and SMBs. Fideo's trusted intelligence safeguards customers, protects revenue, simplifies security, informs algorithms, and helps businesses conduct thorough investigations. **Connect with us at fideo.ai.**

