



SUCCESS STORY

GROUP-IB x IHS TEKNOLOJİ

Building a customer-centric
approach to fraud prevention

About IHS Teknoloji

INDUSTRY

Finance

FOUNDED

over 15 years ago

NUMBER OF BRANCHES

Two: Istanbul and London

OPERATION

Fraud monitoring system

IHS Teknoloji is a value-added cybersecurity reseller that has five lines of business: fraud prevention, information security, mobility, identity and access management, and infrastructure and backup services. The company primarily operates in the commercial, industrial, healthcare, and educational sectors.

IHS Teknoloji's mission is to provide the most advanced technologies to its customers. It not only resells said technologies but also offers local services performed by top-tier engineers. It is by embracing pre-sales and post-sales activities with local resources that IHS provides value to its vendors. IHS' ultimate goal is to become a global systems integrator with the same business model.





Background

The main aim of the company

is to sell the latter's anti-fraud solution to customers

IHS Teknoloji had been partnered with a tech giant for six years, selling the latter's anti-fraud solution to customers. The collaboration was a prosperous one and garnered four of the largest banks in Turkey as customers. As time went on, however, IHS found it difficult to receive technical and sales support from the tech giant, which in turn led to customers being dissatisfied with the quality of service.

What made matters more complicated were new regulations that mandated that Turkish banks were no longer allowed to use clouds based outside Turkey's borders, and since the vendor's anti-fraud solution operated on Amazon Web Services, IHS became limited in its ability to help customers. Since customer satisfaction is one of the core tenets of IHS's mission, the company decided to look elsewhere for a vendor.



Why Group-IB

Fraud Protection

was a perfect match for IHS Teknoloji

IHS Teknoloji's perfect candidate was a company that provided affordable solutions for the emerging Turkish market and had a more responsive sales and technical team. Moreover, the potential partner had to provide the following technical capabilities:

- Support for web and mobile channels
- Malware detection
- Device fingerprinting
- Phishing detection
- Device intelligence
- BOT detection
- On-premise installation option

While the list of contenders was long, it didn't take long for IHS Teknoloji to find a match in Group-IB Fraud Protection. What initially drew the reseller to Group-IB was that the latter's product met every one of the above specifications. But it was only after testing each feature of Group-IB Fraud Protection that IHS was convinced that this was the solution they were looking for.



We have run some tests for these solutions and discovered that stating a feature is something but being able to make the feature work perfect is totally something else. Group-IB has passed our technical tests with flying colors.

Kadir Yüceer, CEO at IHS Teknoloji

Beyond meeting the technical requirements, Group-IB also provided the Turkish reseller with the dedicated team of marketing, technical, DevOps, and sales specialists it needed to deliver a quality customer experience. Group-IB was even able to deploy Fraud Protection in a local cloud to ensure that the Turkish company complied with national regulatory requirements.

All in all, it was a perfect match.

About Group-IB Fraud Protection

Fraud Protection

effectively detects and prevents dangerous activities through behavioral analysis, anomaly detection, daily automatic filter rule, and signature updates

Group-IB Fraud Protection is a client-side fraud prevention solution working across sessions, platforms, and devices in real-time.

Fraud Protection effectively detects and prevents dangerous activities through behavioral analysis, anomaly detection, daily automatic filter rule, and signature updates based on unique data from Group-IB's Threat Intelligence and Digital Forensics Lab. The combination of advanced anti-fraud technologies and intelligence protects both banking and retail customers. Moreover, it helps comply with legal requirements designed to protect funds belonging to individuals and companies against scammers.

Group-IB's solution analyzes all sessions and user behavior in both web resources and mobile applications, thereby creating a unique device fingerprint that distinguishes between normal and suspicious devices all the while helping AML teams identify money laundering networks. If illegitimate activity is detected, Group-IB Fraud Protection either sends an automatic notification in real-time or blocks the fraudulent activity altogether.

The above features make Fraud Protection a reliable solution for effectively preventing cross-channel and cross-bank fraud.



Results

IHS Teknoloji looking forward

to working with other Group-IB products

The collaboration between IHS Teknoloji and Group-IB proved most auspicious. The latter was faster, more accessible, and more focused than the preceding vendor, and was able to provide IHS with the answers and resources it needed to meet customers' needs.

So what's next for the partners?

The Turkish reseller has its eyes on global expansion and would like to extend its business to the wider region and, eventually, the rest of the world. With Group-IB's experience with working in most major regions of the world, including APAC, the Middle East, Türkiye and Africa, IHS Teknoloji will be able to realize its goal sooner rather than later.

The reseller's experience with Group-IB Fraud Protection has piqued its interest in trying other products and services within Group-IB's vast portfolio. Specifically, the Turkish company is looking to work with Group-IB managed XDR, a solution for adversary-centric detection of targeted attacks for IT and OT environments, and within the Group-IB MSSP Partner Program.



We are delighted to work with Group-IB. They have all we need in terms of customer satisfaction and technical capabilities. We already finished many successful projects and there is still many more to come.

Kadir Yüceer, CEO at IHS Teknoloji



Group-IB's Fraud Protection is built for partners that have the ability to offer additional services to their customers. Our goal in the channel is always to come up with ingenious ways to add additional services revenue to our partners with the products we have. IHS through constant effort learned Group-IB's Fraud Protection solution to an incredibly deep level, enough so that we are continuing to win many new customers with the strength of Group-IB's solution and the local support that they offer.

Nicholas Palmer, Head of International Sales at Group-IB

About Group-IB

Group-IB is a creator of cybersecurity technologies to investigate, prevent and fight digital crime.

1,400+

Successful investigations of high-tech cybercrime cases

300+

employees

600+

enterprise customers

60

countries

\$1 bln

saved by our client companies through our technologies

#1*

Incident Response Retainer vendor

120+

patents and applications

7

Unique Digital Crime Resistance Centers

* According to Cybersecurity Excellence Awards

Global partnerships

INTERPOL

EUROPOL

AFRIPOL

Recognized by top industry experts

FORRESTER®

AitëNovarica

kuppingercoie
ANALYSTS

Gartner®

IDC

FROST & SULLIVAN

Fight against cybercrime



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