



## FAQ:

# FIGHTING OMNICHANNEL FRAUD WITH FIS SENTIENT

### Q: What is omnichannel fraud, and how does it happen?

**A:** Omnichannel fraud is a sophisticated type of financial crime that occurs across multiple channels — online, in-app, via phone calls or with in-person transactions. Fraudsters exploit gaps between disparate crime-prevention applications, leveraging the lack of coordination and data integration among these systems to commit fraud unnoticed. The complexity of omnichannel fraud arises from the criminals' ability to use the fragmented nature of traditional fraud detection methods to their advantage, making it challenging for institutions to track and mitigate these threats effectively.

### Q: How can our institution protect against omnichannel fraud?

**A:** Protecting your institution against omnichannel fraud requires a unified and evolved approach to financial crime management. FIS Sentient offers this by breaking down silos between channel-specific financial crime risk tools. It orchestrates real-time information sharing across channels, enabling enterprise-wide intelligence. This holistic view facilitates rapid investigation and coordination of fraud prevention efforts, allowing your institution to proactively protect your business and your customers. With Sentient, you gain the advantage of cross-enterprise data analysis, leveraging best-in-class financial crime management technology for quicker detection and response to fraudulent activities.

### Q: How does Sentient work?

**A:** Sentient works by unifying disparate data sources and channel-specific financial crime tools into a centralized, intelligent platform.

It surveils financial crime exposure with a comprehensive omnichannel view, rapidly analyzing and investigating alerts to proactively protect your institution. By coordinating investigative efforts and leveraging real-time access to omnichannel information, Sentient enables your team to make informed, proactive decisions quickly. This reduces investigative overhead, decreases reputational exposure and enhances your ability to identify suspicious behavior sooner. Designed for rapid deployment with minimal client effort, Sentient integrates seamlessly with FIS core applications, providing an accelerated path to value realization and enhanced financial crime surveillance capabilities.

### Q: How is Sentient different from other fraud detection software?

**A:** Unlike many solutions that operate in silos, Sentient offers a groundbreaking, unified approach. It brings together risk data from across your enterprise, facilitating cross-enterprise intelligence and enabling more effective surveillance of financial crimes. This orchestration of real-time information across channels is unparalleled, setting Sentient apart as a leader in financial crime management technology.

### Q: Can Sentient integrate with other enterprise systems?

**A:** Certainly. Sentient boasts turnkey implementation, designed for rapid deployment, including seamless integration with both FIS core applications and other channel-specific fraud detection tools. This integration empowers your team with a comprehensive, unified view across all operations, enhancing your ability to detect, analyze and respond to financial crimes swiftly.