



# Vietnamobile Crushes SIM box Fraud with LATRO

**Saving \$430K Annually**





## INTRODUCTION

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In the dynamic telecom market of Vietnam, fraudsters were exploiting Vietnamobile's network, using sophisticated SIM box operations to illegally route international calls through local SIM cards, bypassing international call charges. This resulted in substantial revenue loss for Vietnamobile and negatively impacted call quality for their customers.

## THE CHALLENGE

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Vietnamobile was facing a significant decrease in International Incoming Terminated Minutes. Their existing fraud management systems were not equipped to handle the evolving tactics employed by fraudsters, including:

- IMEI spoofing: Manipulating device identifiers to conceal the SIM boxes true origin.
- International SIM servers: Operating SIM boxes from outside Vietnam to avoid detection.
- Hybrid voice/SMS traffic: Combining voice and SMS traffic to further obscure their activities.
- Shifting between Off-Net and On-Net termination: Constantly changing call routing methods to evade detection patterns.

These challenges not only affected Vietnamobile's financial performance but also posed a threat to their reputation and customer satisfaction.

## LATRO'S SOLUTION

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Recognizing the urgent need for a robust and adaptable solution, Vietnamobile partnered with LATRO, a leading provider of fraud detection and revenue assurance solutions with proven expertise in the Asian fraud landscape.

LATRO deployed a comprehensive On-Net and Off-Net SIM Box detection system that included:

- CDR Analytics: Analyzing call detail records to identify suspicious patterns and anomalies.
- Signaling Analytics: Examining signaling messages exchanged between network elements to detect fraudulent activities in real-time.
- Test Call Generation: Proactively making test calls to identify and confirm fraudulent operations.

Central to LATRO's solution was their Protocol Signature™ technology, an innovative system employing advanced algorithms to analyze signaling traffic and pinpoint unique signatures associated with SIM box fraud. This technology enabled Vietnamobile to detect fraud with exceptional accuracy and speed.

Detailed quarterly acceptance certificates were also included in the contract agreement to ensure tracking of KPIs relating to detection performance, reporting, network coverage, and system uptime – which LATRO achieved 100% acceptance during the 7.5 year project duration.

LATRO leveraged its advanced detection tools to keep up with the evolving fraud landscape across Vietnam where Fraudsters were continuously implementing new advanced anti-detection techniques.



## RESULTS

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The impact of LATRO's solution was immediate and substantial:

- Within the first quarter, over 9,500 fraud detections, linked to 11 distinct fraud operations, were identified using Protocol Signature™ technology.
- Within the first year, an impressive 95% of fraud detections were achieved Pre-Call, preventing financial losses before they could occur.
- By year 7, LATRO had delivered over \$430,000 in annual revenue savings for Vietnamobile, while maintaining an exceptional 90% average Pre-Call detection rate.

Beyond the financial benefits, LATRO's solution also led to improvements in call quality and customer satisfaction for Vietnamobile. By eliminating fraudulent traffic, network congestion was reduced, resulting in clearer calls and fewer dropped calls.



## CUSTOMER TESTIMONIAL

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LATRO Group Inc. had delivered excellent results in combating SIM box. We are satisfied with their products and services and highly recommend to other Mobile Operators to use services from LATRO in the fight to eliminate SIM box bypass telecom fraud in Vietnam.

*Ruchira Hewage*  
*Director at Vietnamobile*



## CONCLUSION

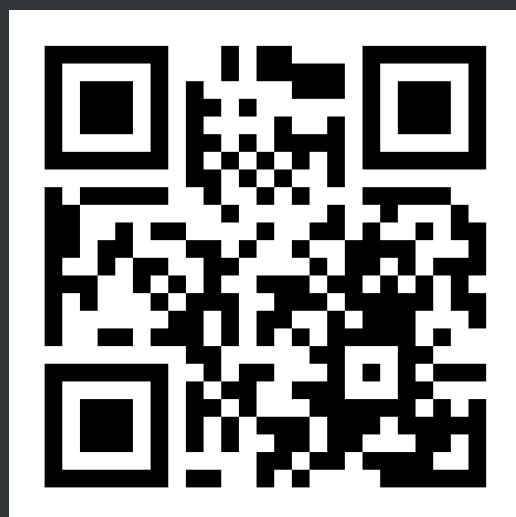
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Vietnamobile's success story highlights the effectiveness of advanced fraud detection technology and expert support in combating the constantly evolving threat of SIM box fraud. LATRO's solution not only generated significant financial savings for Vietnamobile but also strengthened their network security and improved customer satisfaction.



Ready to take control of your network and safeguard your revenue?

Contact LATRO today for a free consultation and discover how our tailored solutions can help you combat fraud and optimize your network performance.



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