VIA
S O F T W A R E

Case Study

Prevent Fraud Systematically

Monitor and Secure Booking Systems to Prevent Manipulation

Electronic booking systems have become an indispensable part of today's business world. However, the more complex the processes they handle, the higher the risk of manipulation. For an airline, we developed a system that detects and blocks attempted fraud in flight bookings and provides all data for legal prosecution and damage claims.

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Challenge

Airline ticket prices are influenced by a variety of factors that change dynamically during the booking process. It is essential for airlines to ensure that all the conditions they require are taken into account during the ticket purchase process in order to secure the desired ticket price. At the same time, the complexity of these parameters and of the entire booking process can allow fraudulent travel agents to manipulate data and processes during the booking procedure to the detriment of the airline. The system then grants them pricing options that are not designated, so the airline loses money on these bookings.

Our contribution

For an airline client, we developed a system with a web interface that analyses bookings for violations of terms and conditions based on defined rules and cancels them in case of fraud.

The system, which we developed in close cooperation with our client's experts, detects violations of the booking conditions and either automatically cancels the affected bookings or submits them to a case manager for review. The web interface developed by us enables a comfortable examination of conspicuous features and documents fraud attempts, so that on this basis a legal prosecution can be initiated and claims for damages can be asserted.

Benefits for the client

◆ The system developed by us enables the airline to keep an eye on manipulations that are not detected by the booking system itself, thus preventing circumvention of its pricing system and booking conditions.

◆ The possibility to automatically reject minor cases and to automatically cancel the corresponding bookings reduces the administrative effort.

◆ The system's reporting enables the identification of fraudulent travel agents, where booking manipulations are frequently observed.

◆ The documentation of fraud attempts provided by the system facilitates prosecution in cases where it makes economic sense to do so.

◆ The repeated rejection of manipulated bookings leads fraudulent agents to refrain from certain types of manipulation because they assume that these will be detected and sanctioned.

◆ The logic for detecting fraud attempts through booking manipulations is not hard-coded in the system, but is based on rules formulated in a formal language developed specifically for this purpose. These rules can be changed at any time – even at short notice – which allows our client to quickly adapt the logic to new types of manipulation when they are observed.

**Are you looking for a suitable solution for your company?
We look forward to talking to you about the challenges in your company.**

GET IN TOUCH WITH US

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