Intelligence Driven Investigations 4th March 2020 | Midrand

Nick Feast SAS Fraud & Security Intelligence



SAS & INSURANCE FRAUD

•••• 98

INSURANCE FRAUD CUSTOMERS COUNTRIES COVERED

33

10

INSURANCE CONSORTIUMS INSURERS BENEFITTING FROM SAS

\$ 300+



SAS INSURANCE FRAUD SOLUTIONS





WHAT IS INTELLIGENCE?

INFORMATION:

Knowledge communicated about a particular fact or circumstance

- Information is everywhere
- Raw data
- Rarely used to drive action

INTELLIGENCE:

Knowledge (processed information) designed for action

- Not widely available
- Interpreted to provide meaning
- Drives action & priorities

'The art of intelligence is collecting this privileged or protected info and using it to our benefit (something actionable)'



WHAT IS INTELLIGENCE?

INFORMATION + ANALYSIS = INTELLIGENCE

PAST

Search seen as sufficient



Organisations unable to produce intelligence

Raw information collected and disseminated

Information sharing seen as the answer

PRESENT



Realisation intelligence is not just information



Analysis is the element which bridges the gap

- Analysis vital in producing usable intelligence
 - Availability, Reliability, Accuracy, Completeness



THE INTELLIGENCE CYCLE



n



THE INTELLIGENCE CYCLE

DIRECTION

COLLATION

7

COLLECTION

DISSEMINATION

EVALUATION

ANALYSIS

 $\boldsymbol{\cap}$



FEEDBACK & EVALUATION

O

SPEED & AGILITY

0

1

/

1

320

240 -

280.

280]

300、`

200

180

120 140 160

100

× 80

. 70

` 80

-50

40

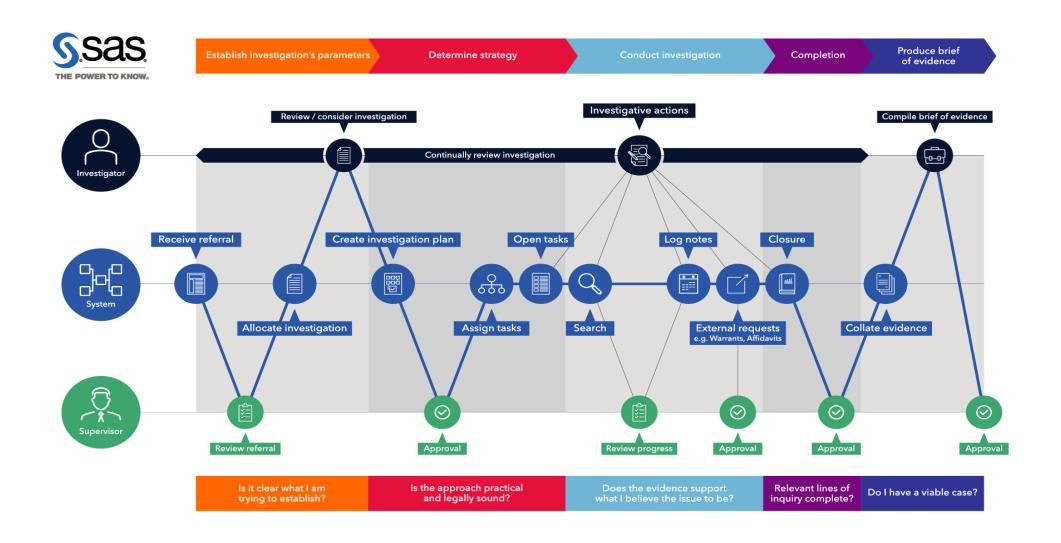
,30

²⁰,10

-



INVESTIGATION PROCESS





Copyright © SAS Institute Inc. All rights reserved

INTELLIGENCE: WHY IS IT IMPORTANT?



PROACTIVE NOT REACTIVE



ENSURES PROCESS & DECISIONS BASED ON FACTS



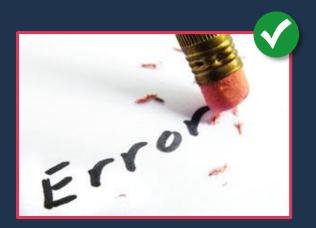
IDENTIFY POTENTIAL RISKS AND THREATS



EFFICIENT INVESTIGATIONS



PREVENTION AND DISRUPTION OF CRIMINAL ACTIVITY



HIGHLIGHTS GAPS/PREVENTS INTELLIGENCE ERRORS

INTELLIGENCE: UK



'provides a standardised approach to gathering, co-ordinating and disseminating intelligence which can be integrated across all forces and law enforcement agencies'.

https://ict.police.uk/national-standards/intel/











INTELLIGENCE: UK



BASED ON MULTIPLE DATA SOURCES







COLLABORATION & PARTNERSHIP WORKING

















PART OF A CONTINUAL LOOP

CONSUMED & ACTIONED

2

DATA MANAGEMENT

0 Comments

Selected objects:

.

Ð

Tools Object Inspector *

Firearms 2020-01-27

Firearms 2020-01-27

Drugs 2020-01-27

Drugs 2020-01-26

Label

A... Nicola Smith

1

1 E 8



Sas

360° View

ANALYTICS

Insurance Cla		fanagement Sea	rch Cases Clair	ms 🛕 2056130)9396 * 🛛					
	ims - Analytical A	Alerts 🔻	All Active Alerts	 Assignment 	• Dispositions	ions v Ø				
Clai :	Status :	Score ↓ :	Value :	Net Score :	Net Size :	Forename :	Surname :	City :	Loss Date :	Claim Nature
8257245	Open	() 866	£7,200.00	() 859	9	James	Hurst	Southsea	04MAY2017	Accident: vehicle only
8325015	Open	() 838	£3,660.00	() 843	16	Nathan	Freeman	Maryton	13JUN2017	Accident: vehicle other
8329450	Open	() 827	£10,560.00	() 890	20	Henry	Brady	Barrowden	06JUN2017	Accident: vehicle other
8688565	Open	1 768	£9,180.00	194	2	Jake	Russell	Warren	30MAY2017	Accident: policyholder liability
9000003	Open	1 763	£31,743.75	② 219	3	George	Clements		07JUN2017	Accident
8533961	Open	(1) 761	£8,100.00	189	2	Freddie	Myers	Edrom	02JUN2017	Theft: vehicle only
8533960	Open	() 757	£8,100.00	193	2	Ryan	O'Neill	Stair	10MAY2017	Damage: vehicle only
370106	Open	O 741	£2,340.00	⑦ 750	51	Evan	Bailey	Blair Drummond	01JUN2017	Accident
369400	Open	O 740	£672.13	1 750	43	Owen	Howard	Stainton Le Vale	28MAY2017	Accident
369459	Open	O 740	£10,186.76	() 750	28	Ellis	Robinson	Easter Quarff	15MAY2017	Accident
370065	Open	() 739	£1,254.00	1 750	32	Benjamin	Herbert	Gateslack	22MAY2017	Accident
366307	Open	() 739	£1,435.57	1 750	36	Mason	Long	Dougarie	11JUN2017	Accidental Damage
358315	Settled	O 739	£448.37	() 750	27	Michael	Briggs	Livingston	27MAY2017	Accident
365768	Open	O 738	£709.42	() 750	31	Louie	Booth	East Drayton	02JUN2017	Accident
351001	Settled	() 700	£494.02	3 56	2	Louis	Little	Westley	14JUN2017	Accidental Damage
	Open	() 689	£1,006.55	O 700	25	Mohammed	Sykes	London	29MAY2017	Accident
366799		O 660	£1,844.46	() 672	24	Sam	Griffiths	Grobister	05JUN2017	Accident
366799 367531	Open	0000				Oscar	Holmes	Farraline	25MAY2017	Accident

Alert Management





ANOMALIES



N

PATTERNS & RELATIONSHIPS

ANALYTICS **ALERTS** A 20561309396 · · 1 Managemer 0 Attachments 📝 🗐 📇 🖈 1 Workspace · Select · Object . GN Tools Object Inspector * Claim # City 8319170 London Full Name Louis Turnbull Type Accident: vehicle only 8257261 Settled Registration # NB60 XHM ANOMALIES Claim - 8257261 Claim Status - Settle Insured rear ended to vehicle laim Value - £810.0 Registration # - OC66 BK8 cident Date - 2017-04-01 5/29/2017 Reported Date - 2017-04-0 0 Reported Date Garden Park Tower Gardens Roa 6/2/2017 R **PATTERNS &** f.e **RELATIONSHIPS**

Geo-spatial Analysis



ANALYTICS ALERTS A 20561309396 * O Tasks Alerts 0 Attachments 📝 🔳 Object * Tools Network Properties * 00 Unadjusted nodes 🔻 "Stretch Layout * Contract Layout Reset Layou A f Show node annotation Show node labels Show link labels ANOMALIES Show legend Expand Open JD58 PZY 2 -8257261 Settled Ben Collie e to **PATTERNS & RELATIONSHIPS**

Network Analysis



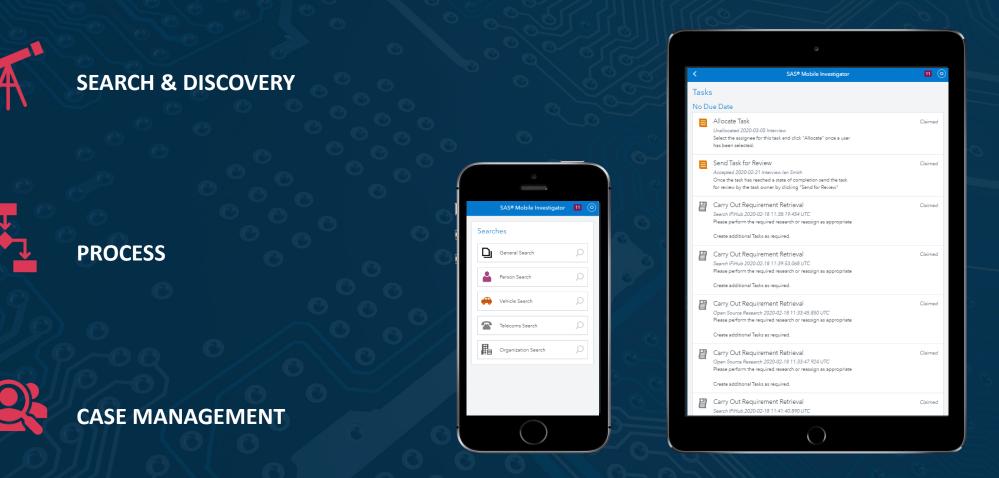
SAS® Visual **SEARCH & DISCOVERY** Alerts Permissions Data Objects Relationships Pages Import John Code Editor Searche Vorkflow Templates Active Workflows Running Tasks [* New Workflow Template * (5 Label ↑ : Entity Type Start on Create Ad Hoc Task Workflow Ad Hoc Task Vac sasboo S Collection Plan Wor... Collection Plan Task 1 sasboot Yes S Crime Report Work... Crime Report 1 sasboot Yes Yes Dissemination for In... Dissemination for. 1 sasboot Yes Yes S Dissemination for Pr... Dissemination for 1 sasboot Yes Yes S Dissemination for S... Dissemination for 1 sasboot Yes Yes S Incident Report Wor.. Incident Report 1 sasboot Yes Yes S Information Report ... Information Repo 1 sasboo Yes Yes →⊖ S Intelligence Develo... Enquiry Request 1 sasboo Yes Yes S Intelligence Product... Intelligence Prod. 1 sasboot Yes Yes S Investigation - Creat... Case 1 sasboo Yes No PROCESS S Investigation Task Investigation Task 1 sasboot S Investigation Workfl... Case 1 sasboot Yes Yes Carry Out T Kissing Person Wor... Missing Person 1 sasboot Yes Yes Problem Profile Wor... Problem Profile 1 sasboot Yes Yes S Prosecution Brief W.. Prosecution Brief Yes 1 sasboot Yes Subject Profile Subject Profile Wor... Yes Yes 1 sasboot S Task Workflow Task 1 sasboot Yes Yes S Tripwire Workflow Tripwire 1 sasboo ÷O Send for Research Close CASE MANAGEMENT

INVESTIGATION

Workflow

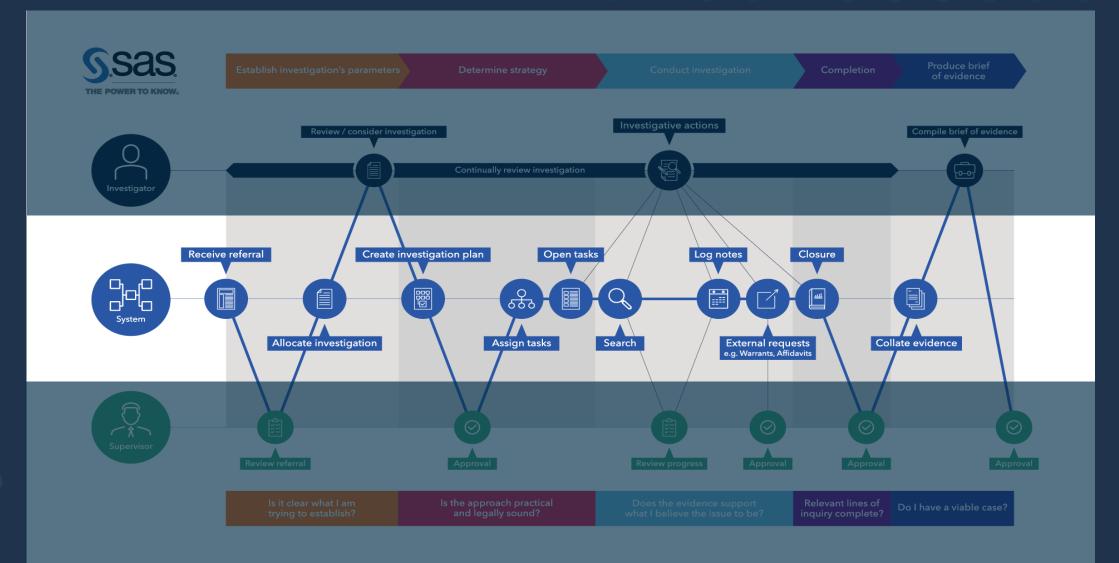


INVESTIGATION



Mobile Access

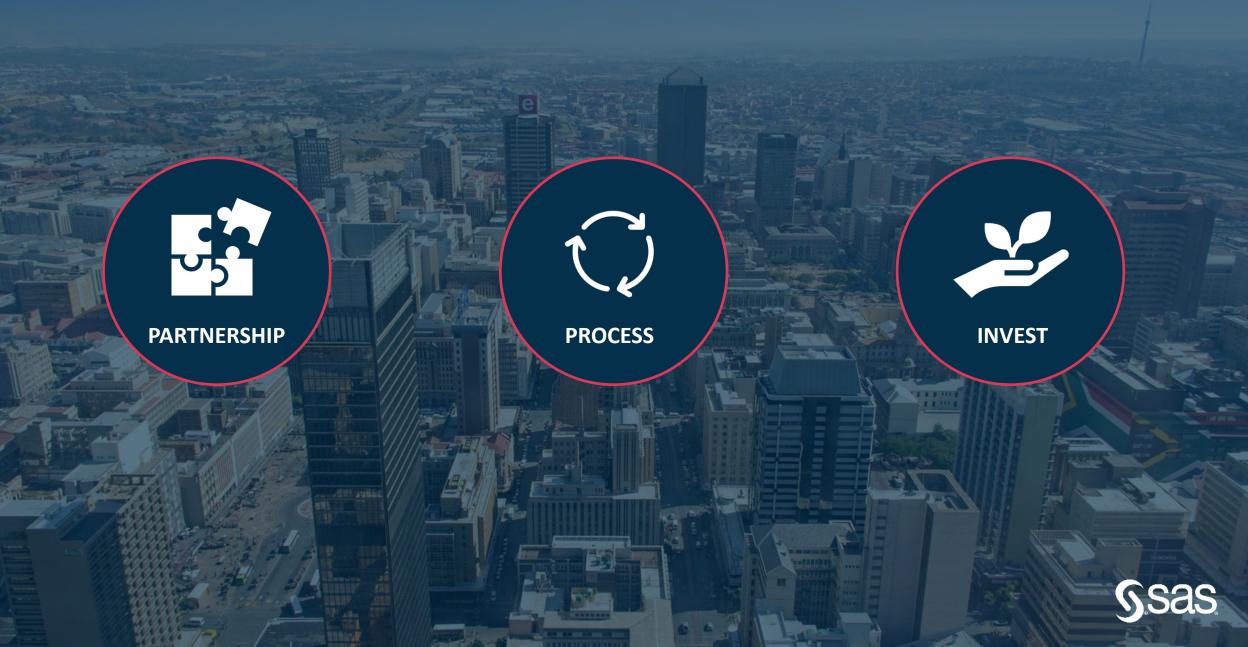






Copyright © SAS Institute Inc. All rights reserved

CLOSING THOUGHTS



Thank you nick.feast@sas.com

