



## CASE STUDY



### Falcon Equine Feeds

VoiceSafe protects equine supplies company from liability for costs generated by telephone fraudsters.



VOICE SAFE

SERVICE ASSURED

FALCON  
EQUINE  
FEEDS

#### BUSINESS CHALLENGE



For any organisation a telephone bill well above the average would be a surprise and for most it is a cost they have to bear, even if the calls have been made by telephone fraudsters. Over the course of a weekend plagued by storms and power cuts Falcon Equine Feeds fell victim to a series of fraudulent attacks on their telephone system when hackers dialled in remotely and generated a telephone bill equivalent to two years call charges in just two weeks.

#### THE SOLUTION

SCG have developed VoiceSafe as a proactive service to defend customer's telephone systems and telephony network access from fraud. We actively look to bar out of hours calls to specific vulnerable locations and lock our customers systems down. This is achieved easily where we maintain the system and where this is not the case we look at external telephony protection using a variety of methods we have developed over a number of years. We are so confident in our ability to protect our customers that if fraud still happens, as in the case of Falcon Equine Feeds, we will pay up to £10,000.00 of compensation as a credit against calls made through fraudulent activity on a VoiceSafe protected system.

#### THE BENEFITS

VoiceSafe is a revolutionary product available exclusively from SCG. It means SCG can use its vast experience and look at every way to lock your telephony down both internally and at a network level to protect your organisation against fraudulent attack and, as in the case of Falcon Equine Feeds, if the fraudsters still get through our compensation offering covers the costs of the attack (up to £10,000) – a cost that without VoiceSafe the fraud victim would be responsible for paying.

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We are nothing but grateful to SCG for their support and would like to help others businesses realise how vulnerable they are.

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