

## Swiss Bankers Secure and Efficient Customer Transactions – Real-Time Fraud Prevention

### Challenges

Swiss Bankers, a Swiss financial services provider specializing in prepaid card solutions and innovative payment systems, faced an urgent need to ensure fast and reliable communication and immediate response to critical incidents such as potential fraud – 24/7, every day of the week.

Initially, their on-premises alerting solution “Enterprise Alert” (also a Derdack solution) served this purpose well, particularly thanks to its voice call alert feature.

However, after migrating to Microsoft 365, Swiss Bankers lost the technical foundation required to support call-based alerts.

Due to Microsoft Teams’ strict limitations on third-party integrations, triggering phone alerts as before became impossible.

This left SMS and email as the only available communication channels – both of which are often considered unreliable or easily missed during emergencies.

Swiss Bankers implemented a temporary workaround and started talking to Derdack about potential solutions.

At the same time, the team was engaged in a major project, increasing the need for a simple, easy-to-deploy solution that required minimal training while still meeting stringent requirements for reliability, security, and real-time alerting.

### Solution

To address the issue, Swiss Bankers implemented Derdack’s cloud solution, SIGNAL4, initially deploying it in a hybrid setup alongside Enterprise Alert.

SIGNAL4 provides built-in phone alerting, which has enabled Swiss Bankers to restore this mission critical alert channel. The fully functional, reliable system was implemented within just four days.

Following this initial success, Swiss Bankers transitioned entirely to a cloud-based alerting solution powered solely by SIGNAL4. This transition included a comprehensive redesign of alert distribution workflows, on-call duty scheduling, and multi-level escalation management. Incoming alerts –including emails and PRTG network monitoring notifications – are now intelligently filtered and routed to the appropriate teams. A robust four-level escalation process ensures that no critical alert goes unnoticed or unaddressed.

With SIGNAL4’s user-friendly interface, on-call schedules can be created, adjusted, and duplicated in just a few clicks, allowing teams to easily plan coverage for the entire year.

SIGNAL4’s intuitive mobile app enables staff to receive, acknowledge, escalate, forward, or resolve alerts directly from their smartphones – ensuring real-time response capabilities from virtually anywhere.

### Benefits

Fully transitioning to SIGNAL4 delivered significant benefits for Swiss Bankers. From a financial perspective, consolidating to a single SaaS-based alerting platform lowered operational costs and reduced administrative overhead.

At the same time, the system’s technical flexibility expanded: alerts can now be delivered via push notification, SMS, phone call, or email - in any customized sequence to match business needs.

Employees appreciate the flexibility of the SIGNAL4 mobile app, which lets them select their preferred notification method. Duty rosters and shift schedules are simple to manage, and monthly reports give management clear insights into response times and alert volumes.

SIGNAL4 has been particularly well received thanks to its ease of use for both end users and administrators.

The solution requires minimal training, adapts easily to changing needs, and seamlessly meets the demands of the sensitive financial fraud prevention industry.



*"SIGNAL4 is a modern solution with a simple, intuitive look and feel."*  
Lilo Hartmann, Head Fraud Prevention, Swiss Bankers

**CUSTOMER**  
Swiss Bankers

**INDUSTRY**  
Financial Services Provider

- BUSINESS NEEDS**
- Reliable Alerting for Fraud Prevention
  - Real-Time Notifications to On-Call Staff
  - Clear Escalation Rules
  - Maximum Flexibility
  - Low Administrative Effort

- BENEFITS**
- Real-Time Fraud Detection
  - Improved Escalation Management
  - Flexible, Customizable, and Transparent Alerting
  - Faster Incident Response – thanks to Mobile App
  - Effortless Duty Scheduling

**LEARN MORE**  
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