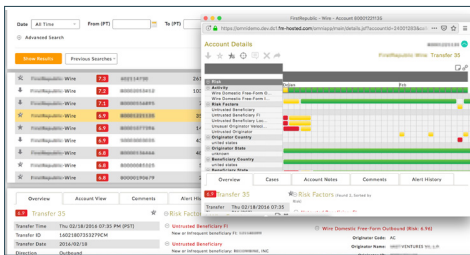


Guardian Analytics

# TRAINING & CERTIFICATION

## Course Offerings

- Guardian Analytics Platform Certification
- Guardian Analytics Operational Readiness
- Applied Fraud Analysis: Online Banking
- Applied Fraud Analysis: ACH



Guardian Analytics offers a comprehensive training and certification program designed to enable new and experienced customers to get the most out of the Guardian Analytic platform. The curriculum includes a self-paced certification program and instructor led courses for advanced users.

## Guardian Analytics Platform Certification

This certification is required for each Guardian Analytics user. In this self-paced online training course, the user will learn to navigate the platform and integrate alert review into their daily fraud prevention process using our three -step best practice workflow. Upon course completion, each student will receive a certificate in recognition of their achievement.

## Certification Course outline

### Module 1: Platform and Training Overview

- 1 Introduces the student to the Guardian Analytics platform and each solution available under the platform, and the training platform.

### Module 2: Three Step Best Practice Step 1 – Search

- 2 The foundation for fraud analysis is identifying the alerts that require review. The search module introduces the fraud analyst to their daily use of Guardian Analytics.

### Module 3: Three Step Best Practice Step 2 – Analyze

- 3 Proper alert analysis is the cornerstone of our best practice fraud analysis methodology. The Analyze module provides the analyst with the tools needed to make the most of the Guardian Analytics platform.

### Module 4: Three Step Best Practice Step 3 – Act

- 4 The final stage of alert review is to act on your conclusions. Learn to use Guardian Analytics Case Management to support your investigative process.

### Module 5: Applied Fraud Analytics

- 5 Putting it all together, multiple real world examples are discussed and the three step best practice workflow is applied.

### Module 6: System Administration

- 6 System Administration tasks and tools are presented for the platform administrator.

## Guardian Analytics Operational Readiness

(available for Online Banking Retail, Business, Mobile, ACH ODFI and Wires)

### What is covered?

- Overview of Guardian Analytics Fraud Solutions
- Understand Risk Factors within Guardian Analytics solutions
- Understand data feeds (when to expect alerts)
- Discuss internal operations and how Guardian Analytics solutions are integrated
- Discuss and analyze existing fraud operations processes and procedures
- Analyst workflow
- Discuss common frauds
- Discuss best practices
- Overview of basic navigation for Guardian Analytics solutions

### Training includes

- 1-hour preparation call to discuss and set expectations for course content
- Training session (1.5 – 3 hours can be split between two days)
- 2 follow up sessions
- Check in status (4 months after course completion)

### Who should take this course?

- Fraud Leaders
- Risk Management team members
- Business process owners who deliver fraud prevention services
- Fraud Analysts

## Guardian Analytics Fraud Analysis

(available for Online Banking Retail, Business, Mobile and ACH ODFI)

### What is covered?

- Assess the risks involved and feel comfortable in conducting a financial fraud risk assessment
- Determine what would be consider a normal behavior pattern vs suspicious
- Distinguish on how to weight your decision correctly before taking actions
- Identify key factors that should be considered when assessing fraud risk
- Feel comfortable in identifying unusual/suspicious activities
- Recognize common fraud (ATO)

### Training includes

- 1-hour preparation call to discuss and set expectations for course content
- Alert review of customer data and pre-select 6 sessions to use for training
- Training session (1 - 2 hours)
- 2 Follow Up sessions

### Who should take this course?

- Fraud Analysts
- Fraud Team Leaders



#### Prerequisite Required

- Guardian Analytics Fraud Certification

## Guardian Analytics Wire Operational

(Wire only)

### What is covered?

- Overview of Wire Solutions
- Analyst Workflow
- Discuss most common best practice questions
- Discuss and Analyze existing fraud operations process/procedures
- Discuss common frauds
- Basic Navigation Overview

### Training includes

- 1-hour preparation call to discuss and set expectations for course content
- Training session (1 - 2 hours)
- 2 Follow Up sessions

### Who should take this course?

- Fraud Analysts
- Fraud Team Leaders

**Prerequisite Required**  
■ Guardian Analytics  
Fraud Certification

“Guardian Analytics has been very effective at helping us stop fraud, saving us hundreds of thousands of dollars, as well as reputational integrity”.

–Guardian Analytics Customer

## About Guardian Analytics

Guardian Analytics is the pioneer and leading provider of behavioral analytics and machine learning solutions for preventing banking and enterprise portal fraud. Hundreds of financial institutions have standardized on Guardian Analytics' innovative solutions to mitigate fraud risk and rely on the company to stop the sophisticated criminal attacks targeting retail and commercial banking clients. With Guardian Analytics, financial institutions build trust, increase competitiveness, improve their customer experience and scale operations. Guardian Analytics is privately held and based in Mountain View, CA. For more information, please visit [www.guardiananalytics.com](http://www.guardiananalytics.com). Guardian Analytics is a registered trademark of Guardian Analytics, Inc.

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