

TRAINING & CERTIFICATION

Guardian Analytics offers a comprehensive training and certification program designed to enable new and experienced customers to get the most out of the Guardian Analytics 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, and will have unlimited access to all training materials for two years.

Certification Course Outline

Module 1: Platform and Training Overview

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

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

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

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 Analysis

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

Module 6: System Administration

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

Guardian Analytics Operational Readiness

The Operational Readiness course teaches how to integrate the Guardian Analytics platform into your current business operations by aligning existing tools and processes with Guardian Analytics solutions. A Guardian Analytics FraudDESK expert will work with your fraud analysts and business process owners to understand your operational environment and existing operational processes. Training

topics include: alert monitoring and escalations, best practices for contacting account holders, and managing cases of confirmed fraud.

Who should take this course

- Guardian Analytics platform administrators
- Risk management team members
- Business process owners who deliver fraud prevention services

Applied Fraud Analysis: Online Banking

The applied fraud analysis course for Online Banking builds on the foundation of the platform certification, focusing on the Analysis step of our three step best practice workflow. A FraudDESK analyst will review six unique alerts from your Guardian Analytics Online solution. Your instructor will demonstrate how to analyze and act on each alert. This course includes a 1-hour session for up to ten students and a preparation call with your team to ensure the course content is targeted to meet your business needs. All students must be platform certified to attend.

Who should take this course

- Fraud Analysts
- Fraud Team Leaders

Prerequisites

- Guardian Analytics Platform Certification

Applied Fraud Analysis: ACH

The applied fraud analysis course for ACH builds on the foundation of the platform certification, focusing on the Analysis step of our three step best practice workflow. A FraudDESK analyst will review six unique alerts from your Guardian Analytics ACH solution. This course includes a 1-hour session for up to ten students and a preparation call with your team to ensure the course content is targeted to meet your business needs. All students must be platform certified to attend.

Who should take this course

- Fraud Analysts
- Fraud Team Leaders

Prerequisites

- Guardian Analytics Platform Certification