

Contact us for a DEMO!

Protect your users from  
telephone fraud



“Return to trusting those who call you with Italtel”

## MARKET SCENARIO

🚨 **Vishing**, or telephone scams that exploit voice and **social engineering**, today represents one of the **main threats** to the **banking sector** and its customers.

Criminals impersonate credit institutions or official bodies and, using increasingly sophisticated techniques, are able to trick people into **sharing sensitive data**, passwords, or access codes.

According to the **CERTFin 2025 Report**, telephone **fraud in Italy** exceeded **€52 million in losses** in 2024 alone, with over **38,000 cases** recorded and a 22% increase compared to the previous year. Voice fraud (**vishing**) now accounts for nearly a fifth of all digital fraud and primarily targets **bank customers**, eroding trust and generating ever-increasing costs for institutions.

👉 **A threat that undermines customer trust and generates ever-increasing costs for financial institutions.**

## THE SOLUTION: Italtel VoxiGuard

🧠 **VoxiGuard is Italtel's answer** to the growing problem of telephone fraud. It's an **intelligent** platform that allows you to **recognize in real time** whether a call is genuine or **fraudulent**, blocking scam attempts before they can affect the customer.

👉 In short, VoxiGuard is the solution that allows you to **protect** customers, **strengthen** trust and **reduce** operating **costs**, turning communications security into a real **competitive advantage**.

## 📊 The numbers in Italy (CERTFin 2025):

- **38,000+** cases recorded in 2024
- **+22%** compared to 2023
- **52 million euros** of estimated losses
- **70% of attacks** hit banks and payments

 Italtel

a confident voice, always.  
Fraud-proof.

Request a Demo!



# How Italtel's VoxiGuard solution works



💡 Unlike other solutions, **VoxiGuard doesn't just report threats**: it offers different levels of protection that can be adapted to the **needs of each bank** or institution. In some cases, the customer can manually verify the origin of the call, while in others, the bank itself performs an automatic check and sends a security notification. For those who want maximum simplicity, there's also a mode where all communications are **secure "by design."**

## 4 USE CASE “🤔... a customer receives a phone call apparently from their bank.

### USER-DRIVEN CALL CHECK

**Scenario:** The bank wants to equip itself with the simplest system to make the service available.

**VoxiGuard:** activated by the customer who manually verifies the authenticity of the call via the banking app (last call log also available)



01

The displayed number appears authentic, but there may be a scammer behind it... 🤖👤

### AUTOMATIC CALL CHECK

**Scenario:** To reduce risks and speed up the response, the bank decides to automate the process.

**VoxiGuard:** Checks the authenticity of the call in the background and, if the call is legitimate, sends an “OK” push notification to the customer before they answer.



02

### NATIVE CALL CHECK

**Scenario:** Institutions that want to make calls to customers intrinsically secure.

**VoxiGuard:** Through integration with a virtual IP PBX and the customer app, every call is authenticated and reaches the customer only if coming from certified channels.



03

### INTEGRATED COMMUNICATIONS

**Scenario:** Institutions that want to make calls to customers intrinsically secure.

**VoxiGuard:** the platform extends protection to a contact list of mobile operators (white list).



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## ★ BENEFITS FOR BANKS AND CUSTOMERS

- 🛡️ Stop telephone fraud
- 🤝 Strengthened customer trust
- 💰 Reduction in refund and complaint costs
- ⚡ Easy integration with existing systems
- 📋 Regulatory compliance guaranteed

## 🌐 WHY CHOOSE ITALTEL

- Proprietary and **consolidated technology**.
- **Easy integration** with existing infrastructure.
- Italtel has many **years of experience** in VoIP and anti-fraud.
- **Scalable:** suitable for both large banks and local institutions.