

Multinational Bank Enhances Consumer Experience and Defeats MFA Compromise

A large global bank's legacy solution faced frequent disruptions from anti-fraud false positives, frustrating high-net-worth legitimate users and eroding trust in digital offerings.



The Challenges

False Positive Crisis: Legacy anti-fraud measures generated numerous false positives, disrupting account access for legitimate users with repeated CAPTCHA challenges.

Customer Experience Degradation: Cumbersome login process undermined trust in digital platforms and threatened satisfaction among elite clientele.

Invisible Phishing Threats: Sophisticated reverse-proxy phishing attacks compromising MFA remained undetected, exposing the bank to reputational damage.

Complex Scale Requirements: With over 70 million customers across 30+ countries, implementation required bank-grade compliance and careful integration.



The Arkose Titan Solution

Platform Deployment at Scale: Integrated Arkose Titan platform into account login flow handling 90% of bank traffic, analyzing nearly 100 million sessions during initial deployment.

Advanced Detection and Fine Tuning: Monitored 225+ risk signals using Arkose Titan's behavioral biometrics, device fingerprinting and anomaly detection to distinguish genuine users from attacks. Conducted two rounds of optimization to reduce false positives.

Arkose Phishing Protection: Deployed Arkose Titan's unique reverse-proxy detection requiring valid Arkose tokens, forcing phishing sites to reveal themselves and enabling real-time blocking.



Business Results

Eliminated False Positive Disruption: Dramatically reduced unnecessary challenges for legitimate users, restoring trust in digital banking experience.

Uncovered Hidden Phishing Campaign: Identified nearly 50 active phishing domains within four days, protecting customers from MFA compromise attacks previous solutions missed.

Massive Scale Protection: Expected to prevent 1-5 billion attack sessions annually across 70+ million customers across 30+ countries.

**SCHEDULE CALL
WITH AN EXPERT**

Arkose Labs is the leading global provider offering a proactive fraud deterrence platform purpose-built to neutralize modern attacks, including those powered by Agentic AI and large language models (LLMs). Its comprehensive solution combines proprietary device identification (device ID), behavioral analysis, phishing protection, email intelligence, scraping prevention, API defense and bot management. Headquartered in San Mateo, California, the company maintains a global presence with offices throughout APAC, Central America, EMEA and South America. © 2026 Arkose Labs. All rights reserved.