

Global Payment Company Rings Up Major Savings on SMS Toll Fraud Costs

A rising star in the global payments sector, this company manages extensive operations across multiple countries with complex regulatory and technological landscapes.



The Challenges

Exponentially Increasing Fraud:

SMS toll fraud attacks were quadrupling each year, leading to monthly losses in the hundreds of thousands of dollars.

Sophisticated Exploitation:

Attackers triggered illegitimate one-time passwords (OTPs) through premium-rate numbers controlled by colluding carriers to split the resulting profits.

Inadequate Legacy Defenses:

Initial reliance on basic bot mitigation and downstream tactics either failed to stop fraud or inadvertently blocked legitimate customer sign-ups.

Global Complexity:

Managing diverse international operations introduced additional difficulty in distinguishing genuine registrations from fraudulent ones.



The Arkose Labs Solution

Holistic Bot Management:

Deployed Arkose Titan to identify and neutralize both automated and human-driven fraud across the user journey.

High-Fidelity Signal Monitoring:

Utilizes advanced fingerprinting to monitor over 225 risk signals, detecting anomalies in device behavior and traffic patterns.

Adaptive Challenge Escalation:

Dynamically increased challenge complexity, utilizing machine-learning resistant and behavior-based challenges to stay ahead of adapting attackers.

Strategic SOC Partnership:

The Arkose Labs Security Operations Center (SOC) provided 24/7/365 monitoring, fine-tuning defenses in real time to mitigate shifts toward human fraud farms.



Business Results

Massive Financial Impact:

Achieved a maximum projected annual savings of \$3.7 million by eliminating fraudulent SMS spend.

Exceptional Neutralization Rate:

Realized a 99.9% success rate in stopping sophisticated, multi-layered SMS toll fraud attacks.

Immediate Volume Reduction:

Successfully reduced overall SMS volume by 70.2% within just three days of implementation.

Improved User Throughput:

Isolated and neutralized threats without sacrificing the experience for genuine consumers, transforming fraud prevention into a positive ROI driver.

**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.