FIRST TECHNOLOGY FEDERAL CREDIT UNION

Celent.
Model
Risk
Manager
2025

INITIATIVE
Safeguarding Members through AI and Machine Learning

AWARD
Celent Model Risk Manager 2025 for **Fighting Fraud**

EXECUTIVE SUMMARY
First Technology Federal Credit Union (First Tech) faced challenges in fraud prevention due to outdated systems colliding with growing fraud threats. To address these, First Tech implemented Featurespace's ARIC Risk Hub solution, which offers advanced machine learning, real-time detection, and cloud-based deployment. The platform enables best-in-class fraud detection while balancing security with a seamless member experience.

TIMELINE

March 2022
Contract date

November 2022
Model go-live

June 2022
Rules go-live

March 2024
Enhanced model
go-live

KEY BENEFITS
- 35% reduction in alert volumes
- 15% increase in fraud capture rates
- 84% reduction in fraud losses
- Enhanced fraud team satisfaction

KEY VENDORS

FEATURE SPACE

A Visa Solution

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