



How North Shore Bank and Le Mans Tech Defeated Seasonal Check Fraud

When North Shore Bank in Brookfield, Wisconsin, needed to modernize its fraud prevention strategies, it turned to Le Mans Tech, an IT services and consulting firm that utilizes Enterprise Content Management technologies and software to manage documents and create workflows to automate processes.

Powered by ParaScript's proprietary AI recognition engine, Le Mans Tech delivered and customized a sophisticated check fraud analysis system that transformed the bank's security posture and empowered its team.

The Challenge: The Limits of Manual Review

Before partnering with Le Mans Tech, North Shore Bank relied on manual processes and hand-built queries to catch fraudulent checks. Without an automated scoring model, the bank lost a lot of time and energy.

This limited the bank's ability to keep pace with increasingly sophisticated fraud tactics that seemed to intensify during specific parts of the year. For example, fraudsters were targeting postal boxes during December (real estate taxes due in Wisconsin) and April (IRS tax season). They would steal checks, leave the dollar amounts completely untouched but seamlessly alter the payee name.

Because the dollar amounts didn't trigger manual alerts, human reviewers could easily miss the forgery, especially when the amounts appeared reasonable.

"The tool is able to help us identify items we would have missed, which makes us even more proactive in fighting fraud," said Lyneen Fischer, Vice President of Security at North Shore Bank. "It makes our customers happy that we're watching out for them."

The Solution: A Hands-On, AI-Powered Partnership

To close this security gap, North Shore Bank implemented a comprehensive check fraud analysis solution provided by Le Mans Tech, driven by ParaScript's industry-leading recognition AI.

Rather than just handing over a software license, Le Mans Tech acted as a true strategic partner. Le Mans Tech's team (led by Tom Boser) worked directly with North Shore Bank to configure thresholds and customize the AI to the bank's specific operational needs. When the bank identified new, subtle fraud trends, like repetitive credit card payment theft, Le Mans Tech was able to quickly tweak the ParaScript-powered scoring model to catch them.



This combination of ParaScript's forensic-level AI and Le Mans Tech's dedicated, responsive customer service gave North Shore Bank a dynamic shield against evolving threats.



The Results: Substantial Fraud Reduction and Total Team Control

Since the system went live, the transformation at North Shore Bank has been meaningful. By trusting the Le Mans Tech solution, the bank achieved:

Fraud Reduction: North Shore Bank saw a significant improvement in check fraud detection.

Drastic Drop in Claims: Warranty claims dropped by 90%. All active claims were identified by the check fraud analysis tool, reinforcing its effectiveness in detecting fraud early.

Improved Efficiency: The automated scoring model is so accurate that the bank now only needs to manually review about 10% of total daily clearings, completing the process in just two to three hours.

"I worked with Tom at Le Mans Tech on tweaking some of our threshold scoring, and that seems to have worked well. Having the check fraud analysis system in place gives us peace of mind that we didn't have before."
- Lyneen Fischer, Vice President of Security at North Shore Bank

Strategic Redeployment: Because of the time saved, North Shore Bank was able to redeploy valuable staff to other critical security and operational needs.

Proactive Opportunities: When the system catches an altered check from a commercial account, it provides the perfect opportunity for the bank to proactively educate the business customer on the benefits of North Shore Bank's Positive Pay service.

"This program has been highly successful for our bank and we are experiencing fewer losses," said Fischer. "Without the resources to look at every single check, a check fraud analysis program like this is absolutely needed."

The Power of the Partnership

Ultimately, the success at North Shore Bank is a testament to the power of a tiered partnership. By combining ParaScript's world-class AI engine with Le Mans Tech's specialized integration expertise and high-touch service, North Shore Bank has moved beyond reactive fraud detection. This unified front ensures that as fraud tactics continue to evolve, the bank remains equipped with a defense system that is as adaptable as it is precise. Further proving that in the fight against document fraud, the right partnership is the ultimate security metric.

