CASE STUDY

Fibonatix

G2 Risk Solutions

CASE STUDY

Safer merchant monitoring that scales beyond manual review

How Fibonatix uses G2 Risk Solutions to reduce manual website review, monitor merchant risk, structure investigations, and support global merchant onboarding.

Structured alerts and reports

Fibonatix now works from structured reports and alerts rather than relying on manual review.

Less manual URL review

The monitoring team can spend less time reviewing merchant URLs and more time on higher-value tasks.

Continuous risk visibility

Automated alerts help the team identify issues like offline URLs and merchants offering illegal or unlicensed products.

The challenge: Website change and manual review doesn't scale

> *"Keeping up with changes across a large portfolio was time-consuming and not always accurate or thorough."*

— Dean Beeri, Monitoring Team Leader, Fibonatix

Before using G2 Risk Solutions, Fibonatix manually tracked merchant websites to check whether prohibited or unlicensed products were being offered. As the portfolio grew, this made it difficult to keep up with changes across merchants consistently.

Manual review created two practical challenges. First, it required significant time from the monitoring team. Second, it was difficult to maintain consistent coverage across a large portfolio, especially when merchant websites changed after onboarding.

FIBONATIX

Client: Fibonatix

Industry: Payment service provider; recently obtained Latvian acquiring license

Region: EMEA; based in Israel

Products used: Global Onboarding, Persistent Merchant Monitoring (including Change Detection), and Transaction Laundering Detection

The solution: Structured monitoring for onboarding and ongoing review

> *"Instead of manually reviewing each merchant's URLs, the team could focus on higher-value review tasks, freeing up significant time."*

— Dean Beeri, Monitoring Team Leader, Fibonatix

Fibonatix uses G2 Risk Solutions across both monitoring and underwriting workflows. The underwriting team uses Global Onboarding to support merchant review at the point of entry, while the monitoring team uses Persistent Merchant Monitoring, Change Detection, and Transaction Laundering Detection to identify new risks and bad actors.

The biggest operational change is that the monitoring team no longer has to rely primarily on manual URL-by-URL checks. Instead, Fibonatix can work from structured reports and alerts, helping the team save time, improve accuracy, and focus attention on cases that require deeper review.

G2 Risk Solutions in action: Identifying merchant website changes

In one case, an offline URL was flagged for a mail order/telephone order (MOTO) merchant but ultimately assessed as low risk, given the channel. When it went back online, the site was caught immediately and scanned again, revealing an unexpected high-risk business model. This allowed Fibonatix to act in time and mitigate their risk. Without G2 Risk Solutions' automated monitoring, this would have been nearly impossible to catch.

All in all, the cases opened and resolved based automated alerts covering offline URLs, address changes, and merchants offering illegal or unlicensed products requiring removal or certification led to a reduction in avoidable manual review effort, with Fibonatix able to resolve multiple alert-driven cases through structured monitoring rather than manual URL-by-URL checks.

> *"G2 Risk Solutions gives our team real-time visibility into merchant-related risk signals, helping us identify potential threats faster and focus our reviews where they matter most."*

Dean Beeri
Monitoring Team Leader
Fibonatix

Why G2 Risk Solutions matters

> *"Instead of manually reviewing each merchant's URLs, I now work from structured reports and alerts, saving time and improving accuracy."*

— Dean Beeri, Monitoring Team Leader, Fibonatix

For payment service providers, merchant risk does not end at onboarding. Merchant websites can change, products can be added, and compliance issues can emerge after a merchant has already been approved. Fibonatix uses G2 Risk Solutions to bring more structure, accuracy, and visibility into this ongoing review process.

By moving from manual website tracking to structured reports and alerts, Fibonatix can monitor merchant risk more consistently and focus review time where it matters most: Investigating relevant risk signals, confirming merchant activity, and supporting safer portfolio growth.