Interdepartmental Synchronization: LP’s New Normal

The LP team and the highest levels of management across the enterprise must work synergistically to improve sales and solve companywide business problems.
Innovative & Multipurpose Asset Protection Solutions For Today And Beyond

By Garth Gasse, director of asset protection at the Retail Industry Leaders Association

Retailers are always searching for technology solutions to mitigate theft and fraud, but not just any technology will do. They are looking for innovative, next-generation solutions that will address the challenges they face today, and those that lie ahead. With the 2014 RILA Retail Loss Prevention Conference just completed, we saw many of the emerging technologies, software or cloud-based products, and physical security solutions showcased by industry leading solutions providers that will assist with the challenges retailers face in asset protection and throughout the enterprise.

The role of the asset protection (AP) practitioner has historically been focused on two key elements — shrink and safety. Although these are critical elements of any successful AP program, industry leaders understand that the AP function should also focus on enhancing the profitability of their companies rather than simply shrink mitigation and safety improvements. As a business partner with company leadership and strategic goals, asset protection thought leaders address challenges in ways that ensure their objectives are met while also balancing the overarching goals of serving the customer, maintaining consumer confidence, brand protection, and the profitability of the company.

Retail is challenged today, like perhaps no other time in history. Increased competition and a constantly and rapidly changing retail environment can put pressure on profitability, resulting in challenges for AP departments such as budget constraints and reduced staffing. This makes it essential for AP to work cross-functionally within our organizations. The solutions implemented for AP needs also provide platforms to benefit departments beyond asset protection, enhancing ROI on these systems and resulting in other efficiencies, such as reduced or shared expenses, joint training opportunities, and the application of a single platform for multiple departments within an organization.

The AP function should also focus on enhancing the profitability of their companies rather than simply shrink mitigation and safety improvements.

Video And Surveillance — Video systems and video analytics have been used by asset protection teams for years, primarily as a tool for identification or detection of theft. This technology continues to develop at a tremendous rate and to benefit AP efforts by providing higher-definition video visibility of fraud incidents, organized retail crime activity, safety incidents, and more. Additionally, these systems are more commonly being utilized via remote view from all electronic devices — laptops, tablets, and smartphones. Video storage is also trending to the cloud, making access immediate and efficient from anywhere. The investment in today’s video systems pays dividends by reducing theft incidents, providing earlier detection of theft schemes, investigation of potentially fraudulent safety claims, and reduced expenses of travel, all of which ultimately contribute to profitability. And these benefits are only considering the asset protection applications of the systems.

Cross-functional application of video systems and analytics helps justify investments, with an added benefit of shared expenses, and ultimately added value to the overall enterprise.

Application of the data and analytics provided by these systems, however, can be multipurpose. Video analytics add value and context to a host of cross-functional initiatives. Operational partners can use these systems, remotely and in stores, to analyze standards such as customer service levels, planogram compliance, conditions of their stores, customer counts, and staff coverage. Audit departments can use video systems and analytics to help measure store operational standards and regulatory compliance. Additionally, some retailers are considering or are in development of a remote audit application that would allow for a virtual audit or assessment through the video systems. Merchandising departments can use these systems to evaluate in-stock positions, to heat-map customer shopping patterns, and to assess promotional strategies. These are just a few examples of the cross-functional benefits of these systems.

This cross-functional application of video systems and analytics helps justify investments, with an added benefit of shared expenses, and ultimately added value to the overall enterprise. Innovative asset protection thought leaders use this technology to reexamine how to operate and produce results for their AP departments and likewise for the benefit of their cross-functional departments to enhance profit for their companies.

Software And Cloud Solutions — Technology and new solutions are often thought of as physical devices that we can literally put our hands on. However, with software and cloud solutions, employee training and awareness is greatly enhanced. These solutions continue to evolve almost daily, and many of these solutions are very engaging and provide significant results. New challenges with today’s workforce, and particularly millennial generation workers, demand that AP teams develop innovative training programs and new communication and awareness techniques. Revolutionary brain science research is now being applied to corporate safety awareness programs in stores and distribution centers and provides immediate results. AP teams are now implementing “gamified” eLearning modules to increase awareness and retention. The safety standard and training modules are a fun and repetitive effort and have a big impact on incident reduction efforts — a clear benefit to the profitability of a company.

Driving a safety culture includes empowering executive leadership to embrace safety as a core value and deliver safety awareness. Achieving safety for employees and customers requires awareness and effort from everyone, and approaches like these are having tremendous results. There are singular platforms now that support a multitude of management systems utilized in retail asset protection and beyond. Having one platform that can be adaptable to AP case management capture, risk management, incident tracking, customer service call center data, IT asset tracking, and...
more provides a tremendous value to the enterprise. AP, operations, HR, and a litany of retail professionals are mobile. Having the ability to access fully functional dashboards remotely, on all devices, increases the productivity of entire teams. This timely and functional data provides practitioners with the opportunity to take immediate action and mitigate potential issues quickly. Many of these platforms are cloud-based solutions with minimal capital investment and upgrade expense. Capital costs are gone because retailers don’t have to purchase the hardware, data center, and software. Cloud computing can be a fast, economical approach.

RFID Solutions — RFID systems have been around for years, but have not yet become mainstream in the retail industry. However, these systems are increasingly becoming more cost-effective, going well beyond the asset protection function of shrink management. Inventory accuracy of all items with RFID tagging — throughout the supply chain distribution centers, transportation, warehouses, and sales floors — is greatly enhanced. Omni-channel retail environments are dependent on inventory accuracy in “ship from store” and “buy online and pick up in store” models, and RFID systems remove virtually all of the human error elements associated with traditional cycle count or inventory adjustment processes. RFID allows for the timely reporting of the large movement of items from the sales floor, such as an ORC wipeout, providing intelligence that retail investigators can quickly act upon. In these events, RFID also provides operators with information to replenish the inventory and ensure lost sales opportunities are minimized.

Additionally, these systems positively impact customer service levels by ensuring inventory stock issues are quickly remedied. They aid with sales-driving efforts by keeping fast-moving inventory on the shelves, and, by contrast, the systems identify dead or slow-moving inventory, allowing the operator to make sound sales decisions. Thus, RFID systems, when implemented properly, drive sales, increase customer satisfaction levels, reduce shrink, and aid inventory management.

The Retail Industry Leaders Association (RILA) is committed to identifying emerging solutions for the retail industry. Our Horizons Committee, which includes key retail industry partners, was formed for one specific purpose — to help lead the development of innovative, next-generation solutions across all retail segments. Member companies that make up the committee share a common vision to advance and expand the current offerings of theft-deterrent solutions while improving the shopping experience for the honest consumer.

Potential innovative solutions providers are strongly encouraged to participate by visiting the RILA Asset Protection website (www.rila.org) for New AP Technology in the Retail Marketplace. This process is intended to help showcase your innovative and emerging products to the RILA member retailers that operate nearly 54,000 retail locations worldwide. This committee’s strategic partnership of engaged retailers provides a collaborative forum to help lead the development of more progressive, transparent, and customer-friendly theft-deterrent solutions.

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In Hollywood, a special-effects team can make a character change gradually right before your eyes, using animations and advanced software and photography techniques. A character may appear to be a normal man at one moment, yet in a matter of a few frames can be morphed into a zombie. This, of course, is fiction, it’s the movies, and winning an Oscar is the goal. Yet in the real world, technologies can morph in a very real way. Take the way wireless phones have evolved, for instance. Once they were just used as phones that could be brought with you on the go, but they have become small computers and, in fact, are now the world’s most often-used cameras. The retail industry is no exception to this phenomenon, as technologies in this space are constantly morphing to meet retailers’ evolving business needs as well as changing customer behaviors and expectations.

Two things stand out the most in the world of retail when discussing technology. First, there is a clear difference in how customers buy, shop, and interact nowadays, as opposed to even just 10 years ago. Because of this, there has been a shift in how the retailer sells and responds. While the customer is not morphing physically like in the movies, their expectations for immediate satisfaction and easy access to information put added and increasing pressure on retailers in more ways than ever before.

Just like our wireless phones and technologies, as well as today’s retail shopper, the LP world isn’t the same as it once was. Advances in technology, in combination with the need for retail stores to be more strategic with their investments, has caused security providers and technology manufacturers to come up with creative ways products and solutions can morph into smarter solutions that provide better visibility around traditional challenges and that can be used together to solve more than just LP problems. Many retailers now work with a variety of providers to implement suites of solutions that help provide better visibility from front store to back store, and throughout the retail supply chain. When this is done, overall store performance and operations improve and the morphing customer is happy.

In the world of retail, the terms EAS and RFID have been around for a long time and are well-known. These two technologies have evolved tremendously over the last few years and, combined, created another cost-efficient solution that has been implemented successfully by several retailers — a dual technology tag. Dual technology tags are acousto-magnetic (AM) EAS- and RFID-enabled, which deliver both the security of an AM antitheft solution and the inventory visibility of electronic product code (EPC)-based RFID. EAS ranks high among solutions that retailers use to combat losses from theft, and RFID is a beneficial and highly used inventory intelligence solution. Since visibility is the key step to ensuring inventory accuracy, and retailers are focused on efficient solutions, the dual technology tag provides the best of both worlds.

Another solution that has drastically changed and demonstrates how certain technologies are being used in different ways is video. Video has changed tremendously both from how retailers buy and deploy the solutions to how they use it. With better analytics and quality, the day is fast approaching when retailers and vendors alike will claim that a much higher percentage of the value of video and CCTV is related to sales improvement and business operations, and a smaller percent is LP only. What this shows is that video as we knew it has morphed into a more widely productive retail asset.

One specific technology development that is becoming increasingly popular as retailers and the rest of the world are shifting to the cloud is Video-as-a-Service (VaaS), or hosted video. VaaS can be helpful for companies large or small who want to streamline or reduce capital and resources used for managing video hardware or those that have facilities worldwide and need to be able to observe several locations simultaneously. These well-designed video systems are now being purchased to allow retailers to capture, save, and export video segments which offer key insights into issues that require attention and to provide the ability to gather business intelligence about products and operations themselves, not just foot traffic and conversion rates.
All of these once-separate solutions in a retail store now offer more powerful ROI when viewed holistically. As customers, technology, and buying patterns all evolve, so too should technology strategies and philosophies. When retailers utilize solutions like EAS, video, and CCTV to create better enterprise visibility, they can adapt more rapidly to the needs of their customers, which means anything from improved merchandise availability to more mobile empowered employees on the floor. Likewise, when collaboration among a community of LP professionals, executives, store operations leads, and other decision makers becomes the underpinning of great technology investments, it helps to support the goal of broader business visibility and store performance. It also means the right question to ask may be, “What more can my existing technology do for me if I morph my thinking?” rather than, “What’s the next big thing?” Doing more with existing investments makes a lot of sense.

This is an incredible time for retail, and that means it is an incredible time for LP as well. Technology is evolving almost more rapidly than it’s possible to keep up with, and quickly figuring out which solutions solve which problems is paramount. One way to gain speed is to work closely with solutions providers and integrators to pick complementary interoperational solutions, to receive a better overall picture into how these tools work together to offer broader visibility into the entire business of creating improved store performance. Today, LP and retail solutions working together to solve overall business efficiencies is what’s next, and retailers need to stay on the forefront of it all to keep up with the changing tides or morphing technologies and behaviors. Who knows, keeping up with the morphing retail technology world just might earn an Oscar and a walk on the red carpet.

Steve Sell is director of marketing, retail, for Tyco Integrated Security.
**Product Description**

Kaba offers mechanical and electronic locking devices and systems for safe and container applications. With the addition of embedded access control and biometric products, we can provide you with a unique system that brings two Kaba product lines, with distinct strengths, together. The BioGard Series combines the LA GARD ComboGard Pro safe lock with Kaba’s AX.S Embedded Access Control and I.AM Identity Access Management system to create a Safe Access Control Solution that maintains your dual control requirements.

BioGard is a completely keyless access control system for safes or doors that authenticates users and captures user data. With BioGard users simply present their fingers to the Biometric Fingerprint Key. With a valid read, the ComboGard Pro safe lock is enabled to open with a PIN code.

AX.S is a unique IP-based access control system that you administer, manage, and audit from any computer with an Ethernet connection. Its flexibility and scalability make the system easy to implement on a variety of access points, including doors, safes, drawers, and gates.

When used in conjunction with AXIAL software, the system allows you to move users’ fingerprint templates across the system to other locations, eliminating the need to enroll employees at each site. Also, AX.S Door Units with Alarm Interfaces can be wired into the location’s existing alarm control panel. Now only authorized users can disable the alarm, reducing instances of false alarms.

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**Company Overview**

With offices in Lexington, KY; Winston-Salem, NC; Madison Heights, MI; and Montreal, Quebec; Kaba Access and Data Systems Americas offers end-to-end security solutions that provide access into buildings and containers, as well as capture personal and enterprise data. These products utilize the latest technologies, including remote access, biometrics, RFID, and GPS — brands include Kaba, LA GARD, Simplex®, E-Plex®, Saflok™, and ilco™.

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**Product Description**

The loss prevention management systems (LPMS) product suite consists of several different products, including LPMS Case Management, Compliance Auditing Management System (CAMS) Audit, and the Employee Relations Management System (ERMS). Using these tools and our add-on modules such as Smart Alert (automatic email alerting), OSHA/Accident Reporting, and Award Management, you can streamline incident management and compliance auditing within your organization. **Software as a Service** LP Software is now offering affordable, on-demand hosting options for our LPMS/ERMS/CAMS software. Having LP Software host your application takes the burden away from your IT department.

- **LPMS Case Management** is an incident reporting and management tool that is available in Windows- and Web-based formats. This allows our software to be scalable to any size organization and still be IT friendly.
- **CAMS** easily creates your own audits, questions, and scoring. You can create as many audits as required within your organization. Automatic emailing to store, district, and regional managers combined with built-in reports allows you to get real-time and historical analysis of audit data. CAMS-Mobile enables auditors to take an audit of mobile devices such as BlackBerrys and iPhones. Store managers can use the simple Web-based version of CAMS to take self-audits/assessments and complete action plans.
- **ERMS** is our latest product and is a convenient way for human resource departments to enter and manage incidents such as sexual harassment, discrimination, and employee misconduct. This tool can be used to create incidents in a call center or in the field and manage the incident through to its resolution.

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**Company Overview**

LP Software, Inc. is a leading supplier of incident management and auditing software solutions to large and small organizations. Contact us to learn more about our “On-Demand Hosted” service.
Product Description:
APIS (Asset Protection Information System), one of over 15 solutions found in Verisk Retail’s analytics suite, is the industry’s leading incident, investigation, case, and claims management system. By combining years of experience in law enforcement, LP, and risk management, we’ve taken our technical expertise to create a powerful Web-based solution to centralize and manage your critical enterprise data.

The APIS solution includes support for case and data management for loss prevention, investigations, incident-reporting, civil recovery and restitution, personal data, training, award management, missing merchandise, claims management, as well as audit functions and statistical analysis. APIS allows authorized users to access the system’s capabilities based on a user’s geo-location, authority, and security level.

APIS is:
- Complete: A powerful Web-based application that goes well beyond case management.
- Scalable: APIS supports clients with as few as 10 locations up to more than 9,000 locations.
- Flexible: APIS is a modular system allowing you to select only those modules that are best suited for your organization.
- Customizable: You can customize dashboards, forms, and reporting to best fit the needs of each user.
- Secure: APIS allows up to 99 levels of system authorization, ensuring that data and system-access rights are designed around your organization’s unique needs.

Company Overview
Verisk Retail, a trademark of Verisk Crime Analytics, is a leading source of information about retail risk, providing more than 15 solutions to help retailers prevent loss, manage risk, and ensure compliance with laws and regulations. Our leading retail solutions include data management systems, exception-based reporting, retail crime data sharing, employee training and e-learning courses, cargo theft prevention and recovery, and others.
**Product Description:**

Detex introduces a durable, reliable, maximum security multipoint lock so big and strong that it stands up to assault by the bad guys. Its heavy-duty, attack-resistant construction takes panic hardware to a whole new level of toughness and eases your back-door security worries. The ECL-230X-TDB-DX3 is easy to install and its straightforward operation is so easy that anyone can use it. One size fits 36- to 48-inch doors for code compliance.

The ECL-230X-TDB-DX3 is designed with a larger saw-resistant dead bolt that goes deeper into the frame than other locks in the category. Connecting rods are solid steel, rather than the less reliable hollow rod/cable construction. Up to three DX bolts on the hinge side of the door is an additional line of defense to help prevent prying the door open from the hinge side. These passive dead bolts are easy to install and offer another layer of attack resistance, and can be added to almost any out-swing door application. Together, the six locking points can withstand up to 16,000 pounds of pull force.

Life safety and code compliant, the new Detex ECL-230X-TDB-DX3 serves as both panic hardware and a maximum-strength locking device. The ECL-230X-TDB-DX3’s low profile meets the International Building Code requirement allowing for 4 inches maximum projection off the face of the door. Additional benefits include:

- Corrosion-resistant alloy lock body
- Surface/flush reversible strike
- Durable photo-luminescent sign absorbs light, then “glows in the dark” when lights are dimmed
- Non-handed
- Resetting the alarm can only be accomplished with a control key
- Locking and unlocking the dead bolt always arms and disarms the alarm
- Accepts 5-pin through 7-pin standard and interchangeable core rim cylinders without using a cylinder collar

Ask us how this new generation of life safety and security hardware can make a powerful difference at your back door.
Product Description:
March Networks® intelligent video solutions are designed to help retailers increase profitability by making the most of their video surveillance technology. Powered by high-performance hybrid network video recorders (NVRs) and video software applications purpose-built for retail environments, the complete solution enables convenience stores, quick service restaurants (QSRs) and other retail organizations to aggressively cut losses from theft, and audit all aspects of their in-store operations remotely using customizable reports and easy-to-use video playback tools.

Operations Monitoring And Audits
With a March Networks Retail Solution, store owners and managers can monitor and audit operations daily. In just minutes — and without ever conducting a search or typing any information — they can scan through a summary of bandwidth-friendly video images and associated data to see what’s happening in their stores, then watch the recorded video if they need further information. The result is more efficient and secure operations, better-trained staff, an improved customer experience and increased revenues. Retailers can take advantage of these video intelligence tools to:
- Verify that stores are opening and closing on time
- Ensure staff follow proper procedures with customers and at the register
- Confirm that uniforms, marketing campaigns, store appearance, and product displays are consistent across all store locations
- Identify areas for improvement, including training and staffing levels
- Mitigate liability risks

Aggressive Loss Prevention
Retailers will see revenues increase immediately with March Networks’ Retail Solution. The ability to search on integrated surveillance video and point of sale (POS) transaction data across a few or hundreds of store locations is just the start. Add proactive alerts, daily auto-generated reports, and robust case management software, and retailers get the tools they need to find theft sooner, stop it faster, and cut losses aggressively.

With the Retail Solution, retailers can:
- Review daily exception reports on transactions that might be suspect, including those with multiple voids, transactions totaling less than a set dollar amount, returned items, and more. Reports are preset and tailored to address specific business requirements.
- Review events with high potential risk, such as cash being counted in an unsecure area or managers leaving cash out and accessible to employees
- View proactive alerts complete with associated video on suspect activities, such as staff opening back doors multiple times, customers loitering near high-value items, or surveillance cameras that have been moved or blocked

Proven In Retail Organizations Worldwide
March Networks supports and manages a single retail customer installation of more than 30,000 networked video recorders. The company’s video-based solutions are also proven in retail applications of all sizes and varieties worldwide.

"Just recently, we caught a cashier who was ringing up sales, putting them on hold, collecting the money and then canceling the transactions when the customer left the store. So far, our losses from this one employee add up to $6,000."

— Quik-E Foods convenience store and gas chain

Read the complete Quik-E Foods case study at:
www.marchnetworks.com/quik-e

Company Overview:
March Networks® is a leading provider of intelligent IP video solutions used by retailers worldwide to enhance security, improve store operations, and reduce shrink significantly. The company’s Retail Solution includes centralized video management, high-performance hybrid video recorders, IP and analog surveillance cameras, and optional security analytics. It also includes intelligent video software applications that make it fast and easy for store owners, managers, and LP professionals to keep an eye on all their stores remotely and increase profits organization-wide.
**The Retail Equation**

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**Product Description**

The Retail Equation (TRE) pioneered the use of real-time statistical models to reduce return fraud and shrink.

**Verify-3®:** Return fraud and abuse is a $9 billion to $16 billion annual problem in the retail industry. Verify-3 return authorization is designed to distinguish and deter the 1 percent of consumers who are fraudulent and abusive, allowing the remaining good 99 percent to shop and return as usual. Retailers using Verify-3 optimize net sales and reduce return rates and shrink, saving millions of dollars annually, while maintaining a fair and balanced return process for their good customers.

**Returns & Shrink Trend Together:** TRE studied more than 7,400 stores representing a cross section of retailer types across the U.S. The study indicated that as return rates increased, so did shrink.

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**Company Overview**

TRE optimizes retailers’ revenue and margin by shaping behavior in every customer transaction. The company’s solutions use predictive analytics to turn each individual shopper’s purchase or return into a more profitable experience. This yields immediate financial payback, increasing store comps by as much as 2 percent, with significant return on investment. Our Software-as-a-Service applications operate in more than 27,000 stores in North America, supporting a diverse retail base of specialty apparel, footwear, hard goods, department, big box, auto parts, and more.

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**Product Description:**

For 45 years Checkpoint Systems, Inc. has been innovating solutions to help retailers sell more and lose less™. Checkpoint is constantly researching the needs of its customers and is committed to helping retailers grow profitably. Only Checkpoint provides retailers a complete combination of solutions to reduce theft, increase inventory visibility, and enhance the consumer shopping experience. We will work with you to map your way to increased merchandise availability at your store with an approach that fits both your environment and your budget.

**Merchandise Visibility**

RFID-based Merchandise Visibility solutions change the game for closed-loop apparel retailers and department stores, delivering real-time information about the location and movement of item-level merchandise. In-store solutions include: receiving, cycle counting, transition from back of store to front of store, point of sale, and point of exit. Retailers are obtaining compelling benefits with RFID: reducing out-of-stocks, reducing working capital requirements, and increasing sales.

**RFID-Based Electronic Article Surveillance**

Having proven the ROI of RFID for inventory management, retailers are obtaining additional benefits of RFID, deploying solutions that also enhance loss prevention using the same tag. Available either ceiling-mounted or pedestal-based, Checkpoint’s RFID-based EAS solutions deliver:

- An integrated solution consisting of hardware, software, and tags.
- The ability to identify stolen items, ensuring inventory accuracy and helping prevent out-of-stocks.
- Differentiated alarms for high-value goods or high volumes of goods.
- Enhanced theft deterrence by alerting would-be thieves of the use of advanced technology.
- Wirama Radar™— unique technology delivering read accuracy and reduced false alarms, enabling better use of premium front-of-store real estate.

This family of solutions allows retailers to select the approach for their needs today and in the future, supporting a transition to RFID.

**OAT Foundation Suite**

OATSystems’ world-class RFID software platform, the OAT Foundation Suite™, powers Checkpoint Systems’ RFID deployments for retailers across the globe.

Please see the EAS section for our complete range of solutions.
Retailers are expanding their selection to allow them to compete on a global scale, save costs, and improve the customer experience with value-added services. As part of these efforts, retailers must ensure security of their online transactions, payment settlements, and transaction processing. Retailers that suffer a security breach in which customer data is lost or stolen face negative publicity, lost business, lawsuits and fines that can threaten the viability of the business.

AT&T Security Services

Helping you build an agile, trusted and innovative business

Beyond lost or stolen data, service disruptions and compliance demands, today you must deal with a barrage of new security issues that threaten your intellectual property, your reputation and the privacy of your customers. These threats not only put you at risk, they put you in a constant ‘reactive mode’ as multiple employees across the business drop what they are doing to respond to each new security event or crisis.

AT&T Security Services help you take a more proactive approach to security — enabling you to become an agile, trusted and innovative business that adapts to change, builds confidence and manages risk to support growth.

Benefits

• A proactive, comprehensive approach to security and compliance across your retail operations
• A scalable security foundation that quickly adapts to support business change and innovation
• Security consultants with accreditation in the latest security certifications and expertise across all aspects of security
• A breadth of services from a single provider to consolidate security initiatives and reduce complexity

For more information contact an AT&T Representative, call (877) 542-8666 or visit www.att.com/network-security.

For additional Business Solutions for Retail please visit www.att.com/retailbusiness.
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Industry’s Best and Most Comprehensive
White Glove Customer Service Commitment

Engineering Commitment
All IQinVision cameras are designed, engineered and tested for quality and reliability at our San Juan Capistrano, CA corporate headquarters.

Service Commitment
From our superior customer-centric team to our renowned line of IP camera products, IQinVision is proud to stand behind everything we do, including the industry’s best 5-year ‘all-inclusive’ warranty.

Support Commitment
Live service, support and training is available in 6 languages: English, Spanish, German, French, Dutch, and Portuguese.

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Research and Development
Software API and SDK Available for Partner Integration
Comprehensive Quality Control Protocols

100% Warranty Advanced RMA
5-Year Warranty (Dome and 3 Series Cameras Excluding AZF Models)
3-Year Warranty (Standard, Stick, and Bullet Cameras)

14-Hour/Day Live Support M-F
6 Languages
98% Documented Satisfaction Rating
Short Hold Times
Field Support Available
Knowledgeable and Courteous Support Staff

Company Overview:
A world leader in IP network camera products since 1998, IQinVision is renowned for image quality, stability, and reliability in the harshest environments. ONVIF and PSIA compliant, IQeye cameras are integrated with all leading network video recorders (NVRs) and are backed by the most comprehensive warranty program in the industry.
Making the difference for retail. Be the first to know. Ninety percent of retailers say they now use video footage for business intelligence purposes according to ESG’s 2013 IT and video surveillance study. Good to know — but why?

A good video surveillance system does more than just record events. It improves your ability to prevent and control them — allowing you to focus on your actual business. With Axis cameras you’re not just deterring robberies. With the additional benefits of IP video, you’re improving your business with support for exception-based reporting, workers compensation and accident prevention, operational reviews, and facial recognition capabilities.

Let us show you. Imagine the perfect store. Your customers are greeted personally as they walk through the door, your displays interact in ways to improve sales, you can identify when your shelves are out of stock, and you have full visibility into your customer demographics, as well as their interactions with products, to help with staffing and inventory management.

This is all possible through business intelligence tied to network video. By leveraging video throughout the store, you can create a solution to optimize your merchandising, marketing, and business operations. All while continuing to fight loss prevention by using sharp, high-resolution images that integrate with your systems.

Whether you run a single shop or a whole chain of malls, network video makes a noticeable improvement to your bottom line. The introduction of network video has revolutionized the way retail professionals work with loss prevention, store optimization, fraud detection, security, and customer service. Overall, network video can provide you with a whole new set of tools to reach operational excellence. For more information, visit www.axis.com/retail.

Company Overview:
Axis offers intelligent security solutions that enable a smarter, safer world. As the global market leader in network video, Axis is driving the industry by continually launching innovative network products based on an open platform — delivering high value to its customers and carried through a global partner network. Axis has long-term relationships with partners and provides them with knowledge and groundbreaking network products in existing and new markets.

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable Intelligence is a necessity in a dynamic world of massive information growth because it empowers organizations with crucial insights and enables decision makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organizations address three important challenges: customer engagement optimization; security intelligence; and fraud, risk, and compliance. Today, more than 10,000 organizations in over 180 countries, including more than 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world a safer place.

The retail industry faces tough challenges ranging from a highly competitive, commoditized market to organized crime and shrinkage. Verint’s powerful video management portfolio provides retailers with an increased level of visibility and associated metrics in a store and across the retail chain. The robust suite of video applications includes award-winning IP video management software, encoders and decoders, IP cameras, intelligent NVRs, situation management software, and industry-leading business system interfaces.

The Verint advanced video portfolio goes beyond loss prevention. Learn more about our solutions for retailers:
• We provide a robust video management software that promotes more manageable and effective video operations, with automated system health monitoring and diagnostics, live and recorded video viewing, multisite connectivity, policy-based video distribution, efficient virtual matrix switching, versatile investigation management capabilities, and enterprise network video recorder management and viewing applications.
• Our network video recorders capture high-quality video images from analog and IP cameras, with industry-leading interfaces to various security and business systems. Designed for large-scale video operations, its unified video viewing software interfaces help managers and security staff detect security threats and monitor system health efficiently.
• Verint offers powerful video viewing and monitoring software for the suite of network video recorders — Vid-Center and Op-Center.
