Secure™

Cut Shrink and Protect Margin

Artificial intelligence and predictive retail analytics help you identify the employees, items, and locations that cause significant loss, uncover inefficient processes, and reveal systemic problems that drain your profits every day.
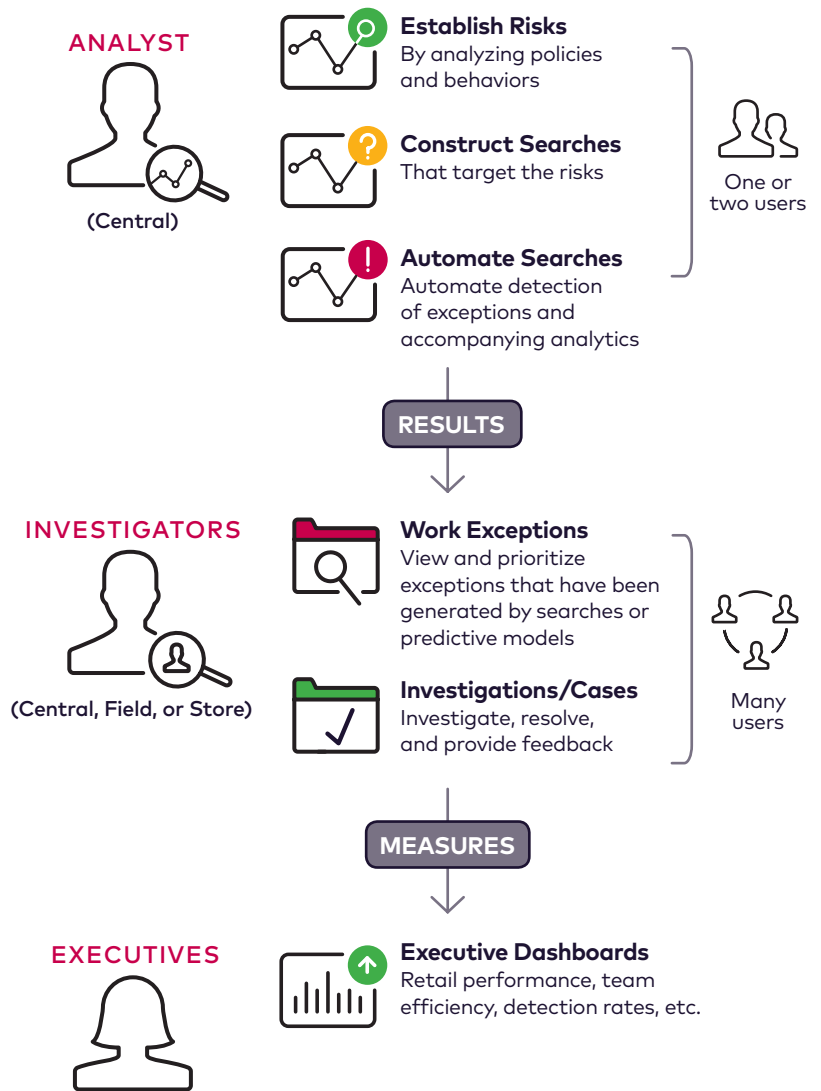
Secure Store Beyond Exception Reporting

Secure™ Store version 5 is new from the ground up. It culminates significant involvement with retailers to maximize analytics and artificial intelligence for insight and action. It helps you get to the information needed to solve problems and improve performance. Far more than a traditional exception reporting solution; it mixes machine learning with standard query-based research to find where and how losses occur, and then offers next steps. Users are not just confronted with data, they are given answers and pathways to resolution.

If you already use an exception based reporting (EBR) solution, you are familiar with some of the sales reducing activities in your organization—employee fraud at the point of sale, merchandise being lost or stolen from the back room, vendor errors, process inefficiencies, and more. Secure makes these exceptions easier to find and resolve. Plus, the solution is not limited to POS data—it can pull information from systems throughout your organization spanning multiple banners, channels, and data sources.

Secure is part of a larger Appriss Retail platform to address loss prevention/asset protection and retail operations analysis and decisions. The interface and analytics are so easy to use that the solution is often deployed to many departments, empowering more people to understand the business better.
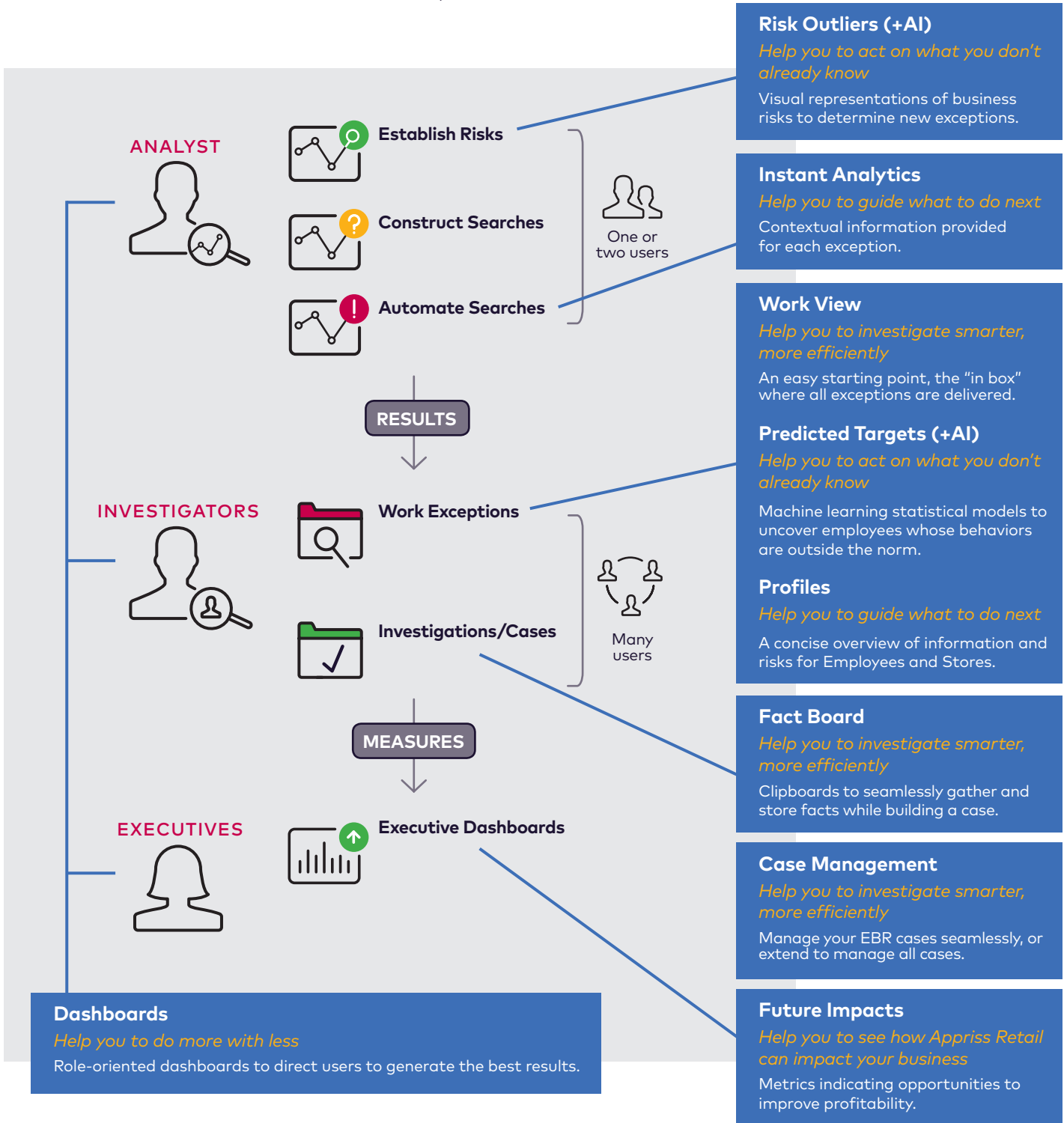
Roles and Responsibilities Within Secure

ANALYST
(Central)

Establish Risks
By analyzing policies and behaviors

Construct Searches
That target the risks

Automate Searches
Automate detection of exceptions and accompanying analytics

One or two users

RESULTS

INVESTIGATORS
(Central, Field, or Store)

Work Exceptions
View and prioritize exceptions that have been generated by searches or predictive models

Investigations/Cases
Investigate, resolve, and provide feedback

Many users

MEASURES

EXECUTIVES

Executive Dashboards
Retail performance, team efficiency, detection rates, etc.

What Is New in Secure Store 5?

Better Manage Risk and Improve Profitability

Employing artificial intelligence to answer the question, "What don't I already know," Secure uses data and analytics to help you do more with less. It looks for people, product, place, and process issues across the business with different risk behaviors, allowing you to work smarter. The result: easier identification and research of issues to help bring them to closure faster, with less effort, and more efficiently.

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Risk Outliers (+AI)
Help you to act on what you don't already know

Visual representations of business risks to determine new exceptions.

Instant Analytics
Help you to guide what to do next

Contextual information provided for each exception.

Work View
Help you to investigate smarter, more efficiently

An easy starting point, the "in box" where all exceptions are delivered.

Predicted Targets (+AI)
Help you to act on what you don't already know

Machine learning statistical models to uncover employees whose behaviors are outside the norm.

Profiles
Help you to guide what to do next

A concise overview of information and risks for Employees and Stores.

Fact Board
Help you to investigate smarter, more efficiently

Clipboards to seamlessly gather and store facts while building a case.

Case Management
Help you to investigate smarter, more efficiently

Manage your EBR cases seamlessly, or extend to manage all cases.

Dashboards
Help you to do more with less

Role-oriented dashboards to direct users to generate the best results.

Future Impacts
Help you to see how Appriss Retail can impact your business

Metrics indicating opportunities to improve profitability.

APPRISS®
RETAIL

Secure Store
Data and Analytics Help You Do More with Less

With headcounts shrinking and every line of the budget being scrutinized, you cannot rely on your old EBR system to make your team more efficient. Secure's data and analytics help you operate faster and smarter. They literally point you to where else you need to look, increasing the effectiveness of all of your investigators. Not only does Secure remove many of the reporting tasks, false positives, and guesswork, but it also packs robust analytical power and machine learning enhancements. With Secure Store you have a more comprehensive view of the business beyond LP/AP; therefore, you can make decisions that deliver a stronger benefit to the company overall.

Secure Store stands apart, with innovations like:

- Searches, written in plain language and based on a built-in risk dictionary of proven best practices.
- Watch List, tag a person, place, or product so that you can be visually reminded during an investigation.
- Work View, a single location for investigators to work from, like an "in box."
- Instant Analytics, a quicker understanding of what has taken place and links on where to go next to bring this item to resolution, which helps all investigators operate more efficiently.
- Profiles, focused context and risks around employees and stores to provide additional information and research.
- Fact Board, an investigator's personal "clipboard" or "file folder" to rapidly store transactions, internal charts, or web pages while building a case, and then move to a case when ready.
- Case management, a built-in module that manages all cases generated by Secure Store, and can be easily extended to be used for all internal and external incidents and cases.
- Future Impacts, key actionable analytics features of the executive dashboard that present profit improvement opportunities.
- Dashboards, based on job functions and focused on achieving great results from the entire team.
- Mobile, a fully responsive experience on any mobile device.

Secure Store + AI
Artificial Intelligence Modeling Accelerates Investigations

Secure Store offers you the next step in outlier detection by introducing artificial intelligence (AI) models to automatically analyze your data and find suspicious behaviors. In some cases, the machine learning models will point the analyst directly to the appropriate business risk or sales reducing activity (SRA) that requires additional searches. Other times, analysts and investigators do not even have to write a query to find suspicious incidents.

Secure Store + AI is an optional module that not only tells you what you do not know, it tells you what to do next. Two key features within are intended to aid in the discovery of exceptions that are complex in nature.

1. Outlier Analysis helps the analyst look for stores where outlier behavior is more prevalent than in other stores. In turn, the analyst can now write better searches and create the necessary Instant Analytics to reduce these previously unknown outliers.
2. Predicted Targets is designed to highlight individual employees that have a pattern of behavior which is outside of the norm, and place a measure of that employee's behavior into a Work View item, including related activities and links to the employee's suspicious transactional activity.

APPRISS®
RETAIL

Advantages

Loss Prevention Analyst

- Monitor POS activity and processes
- Immediately actionable searches, reporting, and dashboards
- Manage watch lists
- Write searches in plain language
- Built-in Risk Dictionary of proven, best-practices searches
- Create and store custom searches independently
- Design searches with Instant Analytics to add context
- Schedule searches to run automatically
- Leverage the power of AI

Loss Prevention Investigator

- Receive exceptions in Work View "in box"
- Work exceptions guided by AI
- Review transactions and additional links
- Build Fact Boards and transfer to Case Management when ready
- Close exceptions and monitor abandonment rates

Operational

- Identify functionality or process gaps
- Directional and operational metric reporting (trending and peer-to-peer)
- Comply with credit/debit/gift card standards (including avoiding fines)
- Monitor conformance to policies
- Recognize policies that need to be amended or added
- Detect training needs

Technical

- Easy user interface, extensible to enterprise usage
- Light on IT resource requirements
- Integrates with many CCTV/digital video vendors
- Fully responsive on any device, desktop or mobile

Financial

- Compliance with discounts or cost of goods sold markup
- Profitability—maintain or improve margins
- Achieve ROI in six months (average)
- Visibility into future profitability impacts

How Secure Store Works

Secure Store uses advanced exception reporting and data monitoring to help you address real problems within your organization. At implementation, a Client Success representative works with you to identify which metrics and queries are relevant to your business and customizes those searches to meet your needs. Over time, you can add to or amend these searches as you choose. Secure's natural language interface is easy to use. If you need additional assistance, your Client Success representative will help you at no charge.

The post-launch process can be summarized in seven steps.

1. Automatically retrieve and work exceptions in your personal Work View.
2. Determine what to do next by reviewing Instant Analytics.
3. If needed, drill to transaction level and view receipt(s).
4. Review any necessary CCTV footage.
5. Expand the investigation by linking to additional searches, profiles or guidelines.
6. If enough suspicion exists, the investigator can copy info to the Fact Board and compile all necessary information.
   a. Secure Case can manage your cases or can export information to many legacy case management solutions.
7. If no suspicion exists, the exception can be abandoned. This requires an input or reason from the investigator for feedback on the resolution.

Superior Usability

Secure has an outstanding retention rate and typically pays for itself in just six months.

- Top EBR/retail analytics solution in the US and UK
- Predictive analytics and deep integration with other Appriss Retail solutions
- Advanced capabilities focused on solving business problems
- Identify the people, places (stores), products, and processes causing losses
- Role-based dashboards support each type of user
- Free, lifetime support from the Client Success team

Bottom Line: Results

Why has Secure been the market leader for enterprise-wide retail analytics? Results. No other solution delivers better SRA management, shrink reduction, and profit improvement. Secure Store helps you understand more of your business, enables you to work more efficiently, and do more with less. When you add in the machine learning capabilities of Secure Store + AI, you can finally see what you don't already know and where to turn next. All on the Appriss Retail platform that helps you discover new performance improvement opportunities.