Secure

Secure Incident

Most investigators and store-level security view reporting as a chore, and rightly so considering the state of most legacy software or paper-based systems. Notes and files are scattered everywhere—scratch pads, paper forms, photographic or video (CCTV) records, human resources files, EBR systems, digital forms, and more. Organizing the notes and evidence to report on an incident can be difficult.

Appriss Secure Incident is a powerful incident management solution, seamlessly integrated to Appriss Retail's Secure exception-based reporting solution and purpose built for the cloud. It improves workflow and streamlines reporting to increase successful resolutions; in fact, this data analytics tool has already handled more than 15 million cases.

The loss prevention team can now easily manage any type of incident, from anywhere on any device. Cases can be driven from Secure or beyond, from employee theft to accidents to shoplifting and more. The secret is in the centralized database that makes recording and reporting easy, confirming the facts that are gathered and recorded despite today's lean staffing.

INCIDENT **INVESTIGATOR** **CENTRALIZED, SIMPLE, ACCESSIBLE**

In-Person
Via Tip Line
Via EBR

Collect
and Record
Information

Secure

REPORTS

ANALYTICS
• Trends
• Relationships

DATA OUTPUTS
• Civil Recovery
• Civil Restitution
• Insurance
• Other Third Parties
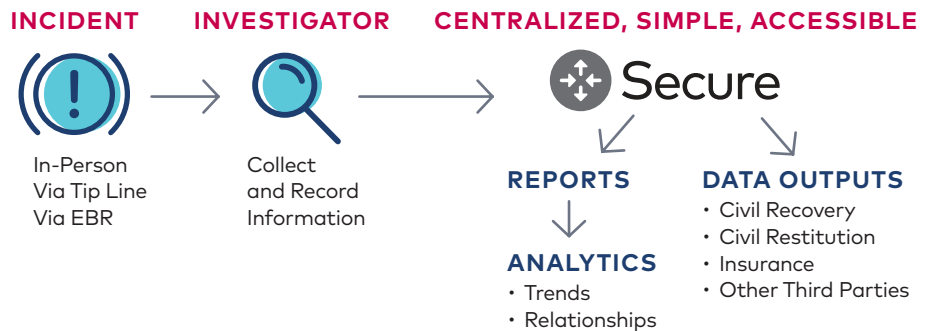
Benefits Multiple Departments

The AP/LP team improves productivity, and other departments also benefit.

OPERATIONS

Secure Incident is fully internationalized to work in any region, in any sized organization, and on any device. Designed for global businesses, it even supports multiple languages, currencies, and date/time formats. It allows you to share incident data across departments within the corporate office and includes centrally tracking permit and license information companywide. In addition, it is remote friendly, helping increase overall productivity of local associates.

FINANCE

Retailers generally operate a civil recovery and employee restitution processes. Secure Incident can help you manage these processes in-house or facilitate the data in an outsourced arrangement.

APPRISS® RETAIL

Improve Case/Incident Management Workflow

Secure Incident offers integrated task management, so your team knows exactly how to respond to every incident, and the capability to track store attributes and security hardware that enables knowledge sharing across all solution users.

Secure Incident shines when considering how well it interacts with other tools used by AP/LP.

- Tip line integration centrally manages anonymous employee reports of incidents.
- Direct integration to Secure permits cases generated by EBR (and accompanying transaction data and evidence) to flow seamlessly.
- Post-case creation third party solutions and services, like restitution, recovery, insurance, and more, can be integrated to receive information digitally, saving time and streamlining your processes.

Dynamic Dashboards

Data collection is just the beginning. Secure Incident uses the latest analytics technology to convert your data into dashboard charts and graphs for insight at a glance. The solution also helps you create engaging reports that focus attention where it needs to be. For instance, its geo-mapping feature identifies and presents serious incidents such as burglary or organized retail crime activity graphically so that you can quickly see trends and build ideas on where to concentrate protective action.

How Secure Incident Works

Flexible and feature-rich, Secure Incident centralizes incident information and enforces consistency throughout the enterprise, across multiple banners, brands, and countries. It provides you with a paperless case file, including details such as items taken, narratives, people involved, vehicles, attachments (photo, video, audio, statements, etc.), and advanced case linking to identify relationships and trends among the records. The following employee fraud case illustrates the process.

1. Alerted to suspicious transactions by a cashier, the investigator uses his laptop to create a case file.
2. He reviews video footage and transactions, attaching those that indicate fraudulent behavior.
3. The investigator arranges onsite interviews and records notes directly into the system through his tablet.
4. The investigator prepares his report. This is shared with Human Resources, the store manager, and the employee restitution manager. Since the events were caught relatively quickly, while the loss amounts were low, the employee is dismissed without legal prosecution when he agrees to full repayment.
5. The report is stored where it can contribute its data to the corporate database including fraud detection and pre-employment background checks. If the case had been severe enough, the case would have been exported to law enforcement and/or for insurance claims.

Summary

Secure Incident helps by consolidating all cases and incidents from all sources into a central repository, boosting overall AP/LP team productivity.

APPRISS® RETAIL

Leveraging more than 20 years of data science expertise, Appriss Retail transforms ecommerce and omnichannel consumer interactions by providing real-time, actionable recommendations that reduce fraud, drive efficiency, and maximize profitability. The company's AI-driven, SaaS platform generates analytical insights and recommendations at more than 150,000 physical and online retail locations in 45 countries across six continents.

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