

# CASE MANAGEMENT

## Incident + ORC Intelligence

ORC Intelligence simplifies data collection and investigation by using Generative AI and Large Language Models (LLMs) to identify and link related incidents, empowering your team to work together to stop ORC groups fast and minimize losses.

ORC Intelligence empowers your loss prevention team to capture incidents, manage suspects, vehicles, events, and gather all necessary evidence. With its powerful tools, the platform supports your team in setting up effective measures to prevent repeat offenses and protect your business.

## The Challenge

Organized Retail Crime (ORC) is a significant driver of retail losses, contributing to billions of dollars in loss annually. ORC incidents have grown in recent years, with many organized groups becoming more sophisticated. The escalating scale and complexity of these operations demand more effective solutions to prevent losses and protect business profitability. Retailers need robust tools to track, report, and analyze ORC activities in order to mitigate the impacts and safeguard their operations effectively.

## The Solution

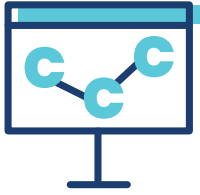
ORC Intelligence offers a connected, future-focused case management solution that simplifies data collection, enhances collaboration, and leverages generative AI. This allows investigators to quickly capture incidents, match related cases, and dismantle ORC groups more efficiently—saving both time and resources. With tools that provide deeper insights and streamlined workflows, ORC Intelligence equips retailers to stay ahead of these increasingly complex threats.



### Incident + ORC Intelligence

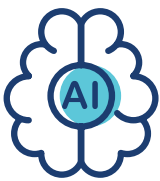
is an add-on within the Appriss Incident solution that makes it easier to identify, track, and take action against Organized Retail Crime (ORC) activities.

**BENEFIT:** Helps increase productivity by centrally managing any type of incident from within the Appriss Retail Platform. Instead of manually sifting through mountains of data, AI detects patterns, connects related cases, and flags suspicious activity for you.



## The Three C's of ORC Intelligence: Case Building, Case Linking, and Collaboration

- ◆ **Case Building:** Gather evidence, capture incident details, and build a solid foundation for every case.
- ◆ **Case Linking:** Use AI to link related incidents and reveal patterns across different locations and events, helping you see the bigger picture of organized retail crime.
- ◆ **Collaboration:** Easily share cases and insights with law enforcement or across your loss prevention team, ensuring everyone is on the same page for a more effective response.



## AI-Powered Insights, Dashboards, and Reports

- ◆ **Advanced AI:** Uses generative AI and large language models (LLMs) to help analyze and link cases, generate summaries, and suggest related cases to include in investigations, shutting down ORC operations faster.
- ◆ **Visually Compelling Card View:** Highlights important details of every investigation, providing a summary that includes the number of investigations, impacted dollar amounts, and the age of the investigation.
- ◆ **Dynamic Dashboards:** Shows detailed maps of where the incidents occurred, and other places of interest related to the investigation. Keep your investigation organized with a detailed timeline, documenting every change and update to your investigation. Data is updated in real-time, keeping all relevant information available at a glance.





## Powerful Tools That Get The Job Done

- ◆ **Message Board:** A chat-style message board allows all collaborators on an investigation to communicate in real-time, facilitating faster resolutions and improved coordination.
- ◆ **Task Management:** Assign tasks to team members quickly and easily to ensure that every action is tracked, and nothing is forgotten. This feature keeps investigations organized and on track.
- ◆ **Export Capabilities:** Download all investigation artifacts, reports, notes, and other evidence in one place. The case information is presented in a format familiar to law enforcement professionals, speeding up their investigations and helping bring ORC members to prosecution sooner.

## ORC Intelligence in 3 Simple Steps



### 1. Build Strong Cases

Gather evidence, document incidents, and track every detail in one place.



### 2. Link Related Crimes

AI connects incidents across locations, uncovering larger ORC networks.



### 3. Collaborate & Take Action

Share insights, assign tasks, and export case files to law enforcement for faster prosecution.

***AI does the heavy lifting—so you can stop ORC faster.***



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For detailed infosec information, visit: [trustportal.apprissretail.com](https://trustportal.apprissretail.com)

Appriss Retail helps retailers protect themselves against fraud and abuse across all transaction channels. With more than 20 years of retail data science expertise and experience, we've built a robust omnichannel intelligence platform that is trusted by over 60 of the top 100 U.S. retailers, covering 40 percent of all U.S. omnichannel sales. Globally, Appriss Retail reaches 45 countries across six continents. The company provides relevant and actionable intelligence to retailer's operations, finance, marketing, and loss prevention teams. Appriss Retail's performance-improvement solutions yield measurable results with a significant return on investment. For more information about Appriss Retail, visit [apprissretail.com](https://apprissretail.com) or our [LinkedIn page](#).

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