



## Increase Productivity by Centrally Managing Any Type of Incident

Swift and successful resolution to your cases depends on accurate records. With a centralized, simple, and accessible system, you can ensure the facts are gathered and recorded despite today's lean staffing.



### INCIDENT



In-Person  
Via Tip Line  
Via EBR



### INVESTIGATOR



Collect  
and Record  
Information



### CENTRALIZED, SIMPLE, ACCESSIBLE



### REPORTS



### ANALYTICS

- Trends
- Relationships

### DATA OUTPUTS

- Civil recovery
- Civil restitution
- Insurance
- Other third parties

## Secure Incident Streamlines Reporting to Increase Successful Resolutions

Most investigators and store-level security prefer to act rather than write about their action. Reporting is viewed as a chore, and rightly so considering the state of most legacy software or paper-based systems. Notes and files are scattered everywhere—note pads, paper forms, CCTV records, human resources files, exception reporting systems, digital forms, and more. Organizing the notes and evidence to report on an incident can be difficult.

Appriss® Secure Incident from Appriss Retail is the most powerful incident management solution on the market. This data analytics tool has handled more than 15 million cases.

With it, the loss prevention team can easily manage any type of incident, from theft to accidents. The secret is in the centralized database that makes recording and reporting easy from any device.

## Dynamic Dashboards and Reports That Pop

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 where to concentrate protective action.

Not only Loss Prevention improves productivity, Human Resources, Operations, and Risk also benefit. A few examples of its usefulness include:

- Authorized store managers can generate their own incident reports.
- Tip line integration centrally manages anonymous employee reports of incidents.
- Persons responsible for keeping licenses and permits updated can track them easily companywide.
- Your own civil recovery or employee restitution teams can use and record information.
- Third party solutions and services can receive information digitally, saving time and streamlining your processes.

## Advantages

### Loss Prevention

- Track all incidents in one location from anywhere on any device
- Improve workflow
- Ensure incident integrity
- Manage any type of incident
- Customize incident types
- Customize reports
- Create dynamic dashboards
- Geo-mapping and trend analysis
- Interfaces to list
- Integrated task management

### Operational

- Share incident data across departments
- Store managers can generate their own incident reports
- Fully internationalized
- Area to track store attributes and security hardware
- Track permit and licenses information

### Technical

- Scalable to fit any size organization
- Built for the cloud
- Compatible with any device

### Financial

- Manage own civil recovery/employee restitution
- Increased productivity
- Sales preservation from reduced fraud

### International

- Designed for global businesses
- Supports multiple languages, currencies and date/time formats

## 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 (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 CCTV footage and transactions, attaching those that indicate fraudulent behavior. A review of the anonymous tip line file includes two messages that are also attached to the case.
3. The investigator arranges onsite interviews and records notes directly into the system through his tablet. Later, using his mobile phone, he takes photos of the cash wrap area.
4. Convinced that fraud has taken place, 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 for other stores within the retailer using its own data. If the case had been severe enough, the case would have been exported to a report format for law enforcement and/or for insurance claims.

## Employee Relations and Risk Management

Incident management reaches beyond Loss Prevention. Secure Incident can easily be extended to provide a central, secure database for other business situations.

### ERMS (EMPLOYEE RELATIONS MANAGEMENT SYSTEM)

- Consistent way for Human Resources and/or Labor Relations to enter and manage employee issues.
- Enter, track, and manage a wide range of confidential employee personnel issues, complaints, and incidents, from misconduct and attendance to sexual harassment.
- Track labor relations issues (arbitration, grievances, etc.).
- Create incident records in a call center or in the field.

### RISK (ACCIDENT-OSHA MANAGEMENT SYSTEM)

- Manage internal and external accidents and reduce Workers Comp costs by complying with OSHA record keeping regulations.
- Keep all details of the accident in one place, such as detailed explanations, injury details, OSHA, Workers Comp information, pictures.
- Helps prevent accidents and reoccurring injuries.

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