

CASE STUDY

Retailer Tallies Successes One Year Later

This Top 10 worldwide retailer serves consumers in the United Kingdom, Europe, and Asia, and it employs more than half a million people. It offers groceries, books, apparel, toys, electronics, furniture and more through brick-and-mortar stores as well as online.

Situation

This large retailer wanted to use advanced analytics to address the root causes of loss in its stores across the UK. It wanted a solution that would reach beyond the point-of-sale to provide actionable insights and show measurable results the first year.

Solution

The retailer chose Secure™ Store from Appriss Retail which it deployed in an on-premise hosted environment.

Financial Results

- 725 percent return on investment in the first year
- 15 percent overall fraud reduction

Additional Benefits

- Overall lift in speed and quality of key insights
- Improved resource utilization
- Identified a POS-related accounting issue
- Identified POS hardware issues

Case Details

The retailer approached Appriss Retail in search of a revolutionary, new approach to tackle point-of-sales related frauds. The UK operation alone represented millions in losses. The company sought a profit protection platform that could help it resolve complex cases. Included in its requirements were to:

- Produce actionable insights instead of spreadsheets of data that had to be interpreted
- Utilize a feedback loop to maintain system exception performance
- Provide a clear view to both store and regional performance
- Help identify the root causes of loss

The ability to aggregate data for reporting while still allowing for local investigations was particularly important for ongoing success.

Secure Store provided them with the platform for exception reporting and advanced analytics. The results in the first year were astounding. They achieved a 725 percent ROI in the first year and a 15 percent reduction in fraud overall.

Not only did the company achieve its loss prevention goal with Secure, but the system provided crucial visibility to the root cause of profit leaks that were not related to fraud. As a result, the Loss Prevention could work cross-functionally with IT and Operations to drive additional margin improvements.

First Year Performance



RETURN
ON INVESTMENT



OVERALL FRAUD
REDUCTION

Year One Benefits Beyond Fraud Reduction



POS related hardware
issue identifications



POS related accounting
issue identification



Significant increase in
resource utilization



Overall lift in speed and
quality of key insights

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