

# ORACLE|SIEBEL CASE MANAGEMENT FOR RETAIL

ORACLE®

RETAIL

## KEY BENEFITS

- Highly configurable solution with complete end-to-end integrated intelligence
- Consistent and accurate case data
- Web-based and disconnected access
- Improve productivity across multiple teams of investigators
- Unparallel security, scalability

## RELATED PRODUCTS AND SERVICES

- Oracle Business Intelligence Enterprise Edition
- Oracle Spatial
- Oracle Retail Returns Management

## Overview

Retail loss associated with theft and fraud accounts for upwards of \$37B annually. To help address this trend, retailers are tasked with quickly identifying, investigating, recovering and preventing losses by employees, individuals, and increasingly organized retail crime rings (ORC) comprised of both. As retailers gain new insight into customer and employee behavior, they are also working on developing the best preventive measures on how to protect their financial assets. Oracle Retail is transforming how companies are improving their security operations to drive improved performance.

## Introducing Oracle|Siebel Retail Loss Prevention Solutions

Oracle's Retail Loss Prevention solution provides a powerful case management application designed to help investigative teams effectively manage increasingly complex cases. Investigators benefit from increased productivity, better collaboration, easier access to information relevant to their case, and simplified, more timely information delivery.

Investigators can use Oracle|Siebel to create electronic case records rapidly and improve the management of information regarding criminal activities, threats, and acts of fraud. This application provides retailers the tools to create electronic files on cases, incorporating details such as leads, incidents and offenses, suspects, groups, evidence, vehicles and locations—and track the relationships among these different entities.

## Unique Features of Oracle|Siebel Investigative Case Management

**Investigative Process.** The Oracle|Siebel solution enables investigators to follow a consistent and repeatable process for managing investigations including business process workflows, approvals, case assignment rules and investigation plans.

**Virtual Lineups.** Not all case suspects can be immediately identified with a name and address. The Oracle|Siebel solution provides a unique approach to effectively manage these “unknown” suspects by enabling investigators to access a “Virtual Lineup” of suspects. Investigators can then review still photos and CCTV feeds and merge or associate these unknown suspects with known suspects.

**Comprehensive Analysis.** Pre-built case and incident reports and intelligence dashboards enable investigators to quickly analyze large amounts of case data to spot trends and patterns and manage case workload. Investigators and managers can view dashboards that summarize case activity relevant for their position in the organization and are filtered by their security profile.

## KEY FEATURES

- Web enabled lead, tips and complaint management
- Comprehensive case management
- Evidence management
- Configurable workflow
- Integrated rules engine
- Investigative analytics
- eServices Portal
- Service Oriented Architecture

## SOLUTION COMPONENTS

- Case management
- Incident management
- Offender Tracking
- Suspect and Victim Tracking
- Lead/Tips Management
- Evidence Management
- Universal Case Inbox
- Investigative Analytics

**Linking.** The feature enables investigators to establish critical relationships between investigations, subjects, aliases, locations, evidence, households, vehicles, methods of operation that provides an opportunity for early detection and deterrence.

Investigators can visualize these relationships, patterns and spheres of influence with Oracle solutions or from our integrated partner solutions.

**Sharing Case Data.** Sensitive or employee-related investigations can be secured so that only authorized employees can view or edit case information. Visibility to investigations is based on the role and responsibility granted to the investigator or store manager. Additionally, retailers can identify selected case data to be shared with other participating partner networks like Civil Recovery and LERPnet.

**Complete and Secure.** Securing sensitive data, and controlling access to data, is one of the premier core competencies of Oracle. With Oracle|Siebel Case Management, audit trails ensure data integrity and include indicators of who has viewed and edited any records related to the case.

### Measuring Effectiveness

Our proven, scalable solution supports processing volumes of information during peak seasons for some of the largest retailers in the world. Benefits achieved with Oracle|Siebel Case Management include:

**Case Management Analytics.** Business intelligence and analytics used by investigators to keep track of the progress of investigative cases; including inventories of suspects and cases by type and stage; monitor investigative case loads, financial exposure and effectiveness.

**Loss Prevention and Recovery Analytics.** Track the value of lost or stolen inventory and cash then see the recovery activity.

**Store Manager Portal.** Displays store-specific issues, notifications, trends and warnings of regional loss activity as reported by other stores and retailers.

### Conclusion

Oracle continues to transform the economics of retail by providing innovative leadership in technology and delivering measurable results for retailers of all sizes. With a comprehensive Loss Prevention suite, Oracle|Siebel solutions provide retailers with proven investigative case management capabilities. From situational analysis to secure collaboration, and automated workflows, Oracle|Siebel Loss Prevention solutions provides a complete view, to detect, deter and prevent retail loss.

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