Loss Prevention:
Protecting Profit with Actionable Insight

In November 2014, the Global Retail Theft Barometer\(^1\) found that loss from shrink, which includes shoplifting, employee or supplier fraud, and administrative errors, cost retailers around the world more than $128 billion last year.

How can retailers be expected to effectively identify and address in-store misconduct? Retailers can't investigate every single transaction in every store, but employees who commit fraud do tend to follow specific patterns. Exception-based reporting uses advanced algorithms to constantly monitor point-of-sale activity, identify potentially fraudulent transactions, and alert specialists automatically. As loss prevention experts know, the people committing fraud are constantly evolving new methods, and loss prevention solutions can help you stay one step ahead.

adidas, HEB Mexico and BJ’s Wholesale Club are three retailers utilizing Oracle Retail XBR\(^i\) Loss Prevention to get ahead of theft and fraud.

adidas: Measuring and Managing Loss to Preserve Profit

adidas anticipates a 25% reduction in employee and administration losses following the implementation.

HEB Mexico: Loss Prevention Provides Actionable Insight

XBR\(^i\) will provide HEB with much needed visibility and enable decision-making based on valid exception reports.

BJ’s Wholesale Club: Reducing Shrink from Fraud and Theft

BJ’s Wholesale empowers their asset protection organization with exception-based reporting.
**ADIDAS: Measuring and Managing Loss to Preserve Profit**

adidas is a global designer and manufacturer of athletic shoes, clothing and accessories with 2,740 stores worldwide. Prior to implementing Oracle Retail XBR Loss Prevention, adidas could not identify the causes of shrink and fraud in its stores. The company was not able to perform loss prevention exception reporting and faced several major operational challenges, including: lack of data protection, multi-system misalignment, difficulty adjusting to time zone and language variances, and system failures, resulting in non-compliance issues.

Since implementing Oracle Retail XBR Loss Prevention, adidas has:

- reduced shrink due to theft and fraud
- accelerated management reaction times to suspicious patterns at the store level.
- improved loss prevention investigations to be focused on detecting, preventing and reducing crime

By minimizing preventable losses, adidas is now able to protect company profits and run a leaner, more proactive business. Learn more about the adidas story here.

**MEXICAN GROCERY RETAILER: Loss Prevention Provides Actionable Insight**

HEB Grocery Company is a privately held supermarket chain based in San Antonio, Texas, with more than 350 stores throughout Texas, as well as in northern Mexico. HEB had significant challenges with damaged, expired goods being returned to stores. The company had no visibility into the actions of its cashiers and as a result, profit loss and shrink were too high.

Implementing Oracle Retail XBR Loss Prevention will provide HEB with much needed visibility and enable decision-making based on valid exception reports. The organization will be able to identify and reduce profit loss and shrink at the front end and gain visibility into all cashier transactions. The new system will provide reliable, quick and specific data for investigations, measure cashier productivity and in the future be used to better manage inventory. Download the Oracle Industry Connect 2015 presentation here.

**BJ’S WHOLESALE: Reducing Shrink from Fraud and Theft with Exception-Based Reporting**

BJ’s Wholesale Club, Inc. is a leading operator of membership warehouse clubs for high-quality food and merchandise in the Eastern United States, operating more than 207 wholesale clubs in 15 states. BJ’s Wholesale Club saw the opportunity to identify theft with an analytical view of operations and cashier activity to identify shrink, fraud and theft.

BJ’s Wholesale implemented Point-of-Sale Analytics, enabled by Oracle Retail XBR Loss Prevention, to empower their asset protection organization with actionable insight. The multi-dimensional reporting and persona driven dashboards allowed BJ’s Wholesale to transition from block and tackle data mining, to an exception-based approach to drive action at the regional, store, departmental, or individual level. In this webcast, BJ’s Wholesale shares their experience to explain how exception-based reporting supports real-time asset protection and loss prevention.


**Convert Big Data to Actionable Insight**

Proactive reporting on point-of-service data can lead to an increase in cases and case value. Additionally, retailers can identify training issues or processes that need to be modified to reduce shrink across the organization.

The opportunity for improvement is clear to protect retail margins with Loss Prevention. Contact Oracle Retail to oneretail-voice_ww@oracle.com to take steps that will impact your bottom line.