

vigilancepro

VigilancePro™ Retail from Overtis is a comprehensive User Activity Management (UAM) solution that seamlessly integrates with both EPOS terminals and physical security systems, including CCTV, to provide a comprehensive answer to retail issues in three key areas – shrinkage, staff productivity and training, and promotions management.

Through the use of a unique integrated and layered approach to security, VigilancePro™ enables organisations to visually identify and manage all till activity. Transactions are recorded with detailed real-time reporting of exceptions - that might indicate shrinkage - supported by an irrefutable visual audit trail of events.

An Integrated Approach

Integration of physical and logical security systems maximises existing investment, improves risk management and realises tangible security, operational and financial benefits.

Critically VigilancePro™ Retail provides profit protection in any retail environment leveraging existing investment in physical security systems.

VigilancePro™ uniquely links every key press within cash register software with CCTV evidence highlighting unusual or suspicious transactions individually or anomalous behaviour over time.

Detailed Visual Audit Trails

A full visual audit trail of date and time stamped events is provided which includes line item level detail together with video footage from relevant cameras.

VigilancePro™ integrates with both traditional DVR and IP-based CCTV systems with the ability to attach video frames to events – providing strong evidence of all EPOS terminal activity.

As well as CCTV frames, each notification sent to the VigilancePro™ Server can include EPOS terminal screen shots further enhancing the information available centrally, assisting decision making and analysis.

Actionable Alerting in Real-time

Each event is assigned a severity level. Immediate email or SMS alerts can be generated from the VigilancePro™ Server as soon as a critical or severe event occurs ensuring central revenue protection teams and store managers receive timely notification of staff actions.

Enterprise Reporting

Centralised agent management and reporting is provided via the VigilancePro™ Server. In addition to real-time alerts, detailed management reports are available across all transactions.

Reports can be automatically run at defined times for specified periods (such as individual shifts, or day/week/month) and emailed to appropriate personnel. Reports can be enterprise wide or by operator, terminal, department, store location, region, or country.

Profit Protection

VigilancePro™ Retail provides comprehensive event analysis enabling profit protection. All EPOS terminal activity is monitored including events such as:

- under rings / over rings
- void transactions
- open till / no sale
- returns
- Supervisor authority code entry
- till final ring up
- operator sign off or hand over

Shrinkage is reduced through effective round-the-clock overt and covert monitoring and reporting.

Promotions Management

VigilancePro™ Retail enables measurement of the success of specific promotions by providing in depth analysis and reporting of sales of individual product lines and tracking of use of promotional codes, vouchers, coupons and gift certificates.

RETAIL SOLUTIONS

Success by operator, shift, terminal, store, region or country can be monitored through regular and ad hoc reporting enabling promotion-linked staff incentive schemes. Promotions can be tuned mid-campaign to maximise impact, effectiveness and revenue.

Up-sell opportunities can be identified based on products purchased before a sale is completed. VigilancePro™ Retail can present dialog boxes to sales staff prompting them to offer additional products or services.

Staff Training and Assessment

Analysis of transactions and actions over time can be used to measure staff productivity, highlighting exceptional performance or potential staff training needs. Metrics include average serving time in a Quick Service Restaurant (QSR) environment for example.

Measurement and reporting against Franchise Service Level Agreements can be provided at regular intervals or on demand.

Compliance with company standards such as dress code as well as complaint investigation is also facilitated through the provision of visual audit trails.

For cloakrooms false or fraudulent garment claims can be investigated using CCTV supporting evidence.

Crime can be prevented by identifying patterns of staff activity, such as capturing accomplices doing similar or repeat transactions over time.



