



# **SYMPHIA** **SOLUTION OVERVIEW** **RETAIL**



## Symphia Retail Solutions

Retailers around the world are prime targets for fraud, theft, vandalism and organized retail crime (ORC). Millions of dollars of inventory are situated across thousands of facilities and locations, and the National Retail Federation estimated that theft, error, shoplifting and fraud cost the retail industry nearly \$50 billion a year in the United States alone. These risks put the safety of customers and employees in jeopardy while ultimately impacting the overall business and its bottom line.

Intellicene's sophisticated, intelligence-driven security solutions provide retailers with the highest level of protection. In high-traffic environments, obtaining immediate, accurate and contextualized situational awareness is essential. This information, which can be extracted from advanced video systems and hundreds or thousands of additional data sources, will help to not only improve the safety of stores, but also streamline operational efficiencies and enhance the customer experience.

### Symphia Benefits



Integrate devices and systems together to gain intelligent, correlated data



Clearly define roles and policies within the SOC



Analytics layer increases intelligence and data mining



Fuse IT and traditional security to gain new insights into risks



Ensure a proactive approach to security



Focus on detection, not only prevention



## Solutions that Empower Secure, More Efficient Business

Retailers are focused on gathering actionable intelligence to enhance security, prevent loss and adhere to compliance requirements. Combatting shoplifting, fraud, internal theft, Organized Retail Crime (ORC) and inventory shrink is an enormous challenge to retail establishments across the globe. Intellicene's sophisticated technology enables security teams to anticipate, identify and respond to potential threats and risks, evaluate their impact across the organization, uncover persons of interest (POI), conduct brand defense and empower personnel to take appropriate, immediate and collaborative action.

Provide exceptional customer experience throughout the establishment by pinpointing problem areas or touchpoints and dispatching personnel or resources to address them. Advance customer engagement and interaction by facilitating access, automating processes and systems, increasing business function and profitability and cultivating loyal customers.

### Risk Management



Determine risk, evaluate its impact across the organization, uncover persons of interest (POI) and empower field personnel to take appropriate, immediate and collaborative action. Conduct brand defense, enhance investigations, combat Organized Retail Crime (ORC), prevent shrink and other threats to the business.

### Operational Continuity



Any disruption of daily operations can lead to lost revenue, delays, poor customer experience and brand reputation. Intellicene solutions enable retailers to preserve operational continuity and minimize interruptions in service.

### System Integrity



Retailers utilize systems and technologies that must function constantly in order to keep customers, employees and environments safe day in and day out. The ability to monitor device health is instrumental in preventing equipment failures as well as ensuring that no suspicious behavior goes unnoticed.

### Coordinated Security



The societal growth of at-your-fingertips accessibility and mobile capabilities increase convenience, but with this connectivity comes an expanded risk for threats and breaches. Security is no longer limited to just physical assets; network elements must also be considered to ensure comprehensive coverage throughout an organization's infrastructure.

### Data Assessment



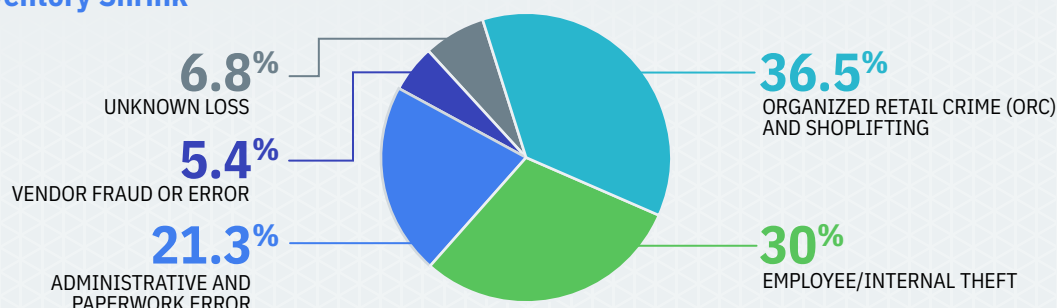
Data that is derived from internal and external threat intelligence efforts plays a significant role in mitigating threats and reducing loss. Operators must be able to organize and quickly assess information in order to take accurate action.

### Scalability



As retail installments grow and change, they will need a set of security solutions that can easily adapt and expand to cover new infrastructures.

### Sources of Inventory Shrink



## Symphia Portfolio

Intellicene Situational Intelligence Solutions delivers comprehensive and predictive situational awareness that gives security teams critical insight to act swiftly, definitively, and accurately. Powered by sophisticated intelligence, the Symphia suite of solutions is built on an open architecture and integrates easily with legacy systems, enabling organizations to optimize existing technology while improving the performance and scale of their security operations.



### Symphia VMS

Symphia VMS features powerful, fully integrated video management tools, including automated system health monitoring and event responses, investigation management, and a software-based virtual matrix. The solution also provides interactive facility maps, a powerful and intuitive video viewing interface, an ultra-thin client for remote/mobile users and more. Powered by sophisticated analytics, Symphia VMS makes video security more manageable, reliable and cost-effective. With Intellicene's actionable intelligence, operators can anticipate, prepare for and respond to potential threats or incidents. The open architecture is flexible and integrates easily with existing technology. Scale from a single location to a large, complex and geographically distributed operation quickly and easily. With Symphia VMS, you can see what's happening, everywhere.



### Symphia One

Symphia One transforms the standard security operations center (SOC) to an intelligent security operations center (ISOC). Designed for single site, small to mid-size installations, the data-driven security management and response system delivers all the advantages of a robust security solution at a fraction of the cost. Leveraging advanced AI and predictive analytics, Symphia One delivers actionable intelligence to help predict, prepare and prevent potential threats and mitigate active incidents. Increase operational efficiencies, reduce overhead and build on existing technology with this innovative, flexible and scalable data-driven security management and response system. Symphia One enables a more concerted security approach for much better outcomes.



### Symphia Control

Symphia Control collects, interprets and contextualizes massive amounts of data from multiple systems and inputs to deliver comprehensive situational awareness for greater command and control. Leveraging sophisticated analytics, Symphia's situation management solution generates actionable intelligence that enables operators to make immediate decisions with up-to-the-minute information. Predict, prepare for and prevent potential threats and mitigate active incidents — all from a single, centralized interface. Increase operational efficiency by automating systems and processes, improve response times, ensure compliance and simplify forensic investigations and reporting requirements. Symphia Control enables physical security orchestration for quick and confident decision making.



### Symphia NowForce

Sophisticated incident management and response technology fuses critical data and immediately provides comprehensive situational awareness that ignites action. Dispatchers, responders and other resources can share insights— in real time— utilizing live and historical event data with GIS maps, geo-fencing, responder positions, reporter inputs, and other external sources. As data is continuously collected, processed and analyzed, security officials can coordinate efficient, appropriate and rapid incident response and enhanced field communications. Symphia NowForce helps you take decisive action when every second counts.





## Symphia FaceDetect

Intelligent facial recognition analytics technology with one of the most accurate matching algorithms in the industry. Powered by AI, the versatile video analysis solution can provide immediate situational intelligence to security operations. Symphia FaceDetect helps you track and alert on persons of interest appearing in video surveillance streams in real-time (or forensically), across multiple sites and thousands of cameras simultaneously. Identify multiple faces within a crowd, at any angle, with any light variation in seconds. Symphia FaceDetect helps you pick the right person out in a crowd..

## Symphia Connect

Symphia Connect enables unidirectional or bidirectional flow of data between integrated safety and security systems across the Symphia portfolio. The integrations are an integral part of the product and they are designed, certified, maintained and supported by Intellicene Situational Intelligence Solutions. With these integrations, the organization can improve response time, lower costs and increase operational efficiency. Symphia Connect literally connects the dots for much better performance.

## The Symphia Advantage

**Intellicene's Situational Intelligence Solutions are robust, open and scalable with advanced intelligence, providing a full range of applications. Utilizing AI and predictive analytics, Intellicene solutions can help anticipate, prevent and mitigate potential incidents, threats and crime.**

The Intellicene security model anticipates incidents and attacks; delivering strategically proactive, predictive and perpetual calculations and responses. Advanced dispatch and response technology fuses critical data and immediately provides comprehensive situational awareness. Protocols and procedures are standardized and automated wherever possible, allowing operations to recover and resume as quickly as possible.

The Symphia portfolio is built on an open and flexible architecture and is designed to seamlessly integrate with other technology. This allows clients to maximize their investments while enhancing their installation. This unified system utilizes predictive analytics and early threat detection, and operators can see where events are happening and initiate a timely and appropriate response. Ensure the highest level of safety for customers and employees alike while streamlining operations and increasing client satisfaction.



# Take Physical Security to a Whole New Level

**Our Symphia portfolio of solutions helps organizations integrate their video-centric security systems and access controls across a common platform to improve performance and interoperability. The solutions collect, correlate and analyze data from virtually any connected source to develop insights for deeper situational awareness and greater command and control.**

Integrated, intelligence-driven capabilities work in concert to deliver actionable insights for deeper situational awareness and greater command and control. With our solutions, organizations gain better visibility across their security operations so that they can quickly make confident decisions and take appropriate action for better incident management, response and investigations.

## SAFETY Act Designated Technology

Intellicene's enterprise-class video management software has been designated under the SAFETY Act developed by the United States Department of Homeland Security (DHS).



## Schedule an Online Demo Today

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### About Intellicene

Intellicene is a global leader in security analytics software that empowers governments and enterprises. Our open software fuses, analyzes and visualizes disparate data sets at scale to help security organizations find the needles in the haystacks. Over 1,000 government and enterprise customers in more than 100 countries rely on Intellicene's solutions to accelerate security investigations and connect the dots to successfully identify, neutralize, and prevent threats to national security, business continuity and cyber security.

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