



# SYMPHIA USE CASE RETAIL



INTELLICENE  
SECURITY. EVOLVED.

## Symphia Retail Solutions: Security, Safety and Efficiency

The largest and most successful retailers in 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. The National Retail Federation estimated that theft, error, shoplifting and fraud costs 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.

The high level of protection needed for retailers calls for mission-critical, intelligence-driven security solutions. In these large, high-traffic environments, it is essential that management and security teams obtain immediate, accurate and contextualized situational awareness. This information, which can be extracted from advanced video systems and hundreds or thousands of additional data sources, can help not only improve the safety of stores, but also streamline operational efficiencies and enhance the customer experience.

### Project Details



region

**NORTH  
AMERICA**



surveillance

**600,000+**  
VIDEO CHANNELS



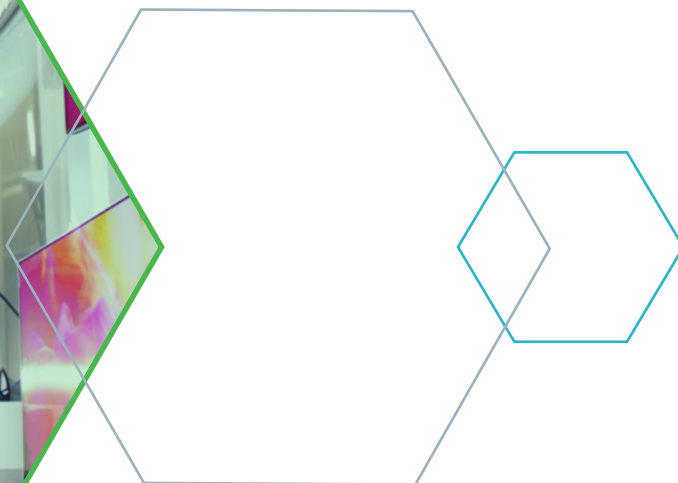
networked  
system

**3,300+**  
LOCATIONS



retail  
shrink risk

**\$50B+**  
ANNUALLY



## The User



**One of the largest and most profitable retailers in the world.**

One of the largest retailers in the world chose to implement Intellicene's Situational Intelligence Solutions retail solution to provide effective security and protection across a networked system with 600,000+ video channels in 3,300+ locations.

## The Challenge



**How to minimize retail shrink, detect crime and ensure day-to-day security and business operations across thousands of locations.**

With initiatives set forth to reduce crime, the retailer is enacting various procedures, such as the strategic physical positioning of employees, the use of visible security cameras in high-theft areas, the use of data analytics to detect fraud, and hiring off-duty police and private security officers to help mitigate risk. Additionally, the retailer benefits from anti-scan avoidance technology to help with loss prevention at self-checkout lanes.

## The Solution



**A unified command center that fuses critical data from various systems to provide holistic situational awareness, centralized incident management, and leverages data analytics to detect fraud and computer-aided dispatch solution to ensure seamless business operations and enhance customer satisfaction.**

## The Outcome



**Faster, more efficient and centralized investigations and response. The organization increased the ability to anticipate, prevent and deter criminal activity and fraud, while ensuring business continuity.**

The retail giant is expanding its use of Symphia technology to include Symphia Control and Symphia NowForce. These additions will help the company unify command center technologies and fuse critical data from sources such as license plate recognition, facial recognition, access control, and analytics platforms to create a comprehensive, single-pane-of-glass intelligent Security Operation Center (ISOC). Incident management is centralized, leveraging a computer-aided dispatch solution for security and store personnel to ensure seamless business operations and enhance customer satisfaction.

The retail giant also employs Intellicene's award-winning Situational Intelligence Solutions Professional Services, which acts as the company's extended support team. Some of the many benefits Intellicene's Situational Intelligence Solutions Professional Services provide include:

- Support for the company's large-scale and complex infrastructure
- World-class support from the Intellicene Help Desk
- Creative and valuable automation tools that ensure ease-of-use for installation partners
- Rapid response to changing conditions with product enhancements
- Managed maintenance and upgrades to a very dispersed technology footprint



# The Symphia Advantage

**A unified command center that fuses critical data from various sources and inputs to create a comprehensive, single-pane-of-glass intelligent security operation center (ISOC).**

Retailers will always have to contend with bad actors and attacks on their business, both internally and externally, which further demonstrates the need for a best-in-breed security solution that is tailored to the specific requirements of each company. Intellicene's comprehensive and scalable situational intelligence solutions, powered by sophisticated intelligence and predictive analytics, help improve situational awareness, streamline data collection and evaluation, and deploy an accurate and timely response. Intellicene technology evolves as our clients' needs evolve, and we are dedicated to their success today and into the future.

**Learn how Intellicene can help maximize your security operation.**

Contact us by email at [insidesales@intellicene.com](mailto:insidesales@intellicene.com) or call +1 866-747-6246.



**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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