

Shrink Management as a Service



Proactive. Predictive. Preventative

Shrink Management as a Service is a cloud-based offering designed to help enhance productivity, increase reliability and boost performance for a more effective Loss Prevention programme.

This innovative service provides device management along with predictive analytics, to help reduce shrink, improve sales and optimise staffing. SMaaS helps reduce shrink while addressing underlying root causes with better equipment uptime and actionable insights. All connected devices are proactively monitored by dedicated remote diagnostic specialists to ensure that systems are online and functioning properly.

With its easy-to-navigate dashboards, SMaaS helps make sense of the data for early identification of problems and better decision making where it counts.

Whether the objective is to minimise shrink, increase conversion rates, optimise stock, drive employee productivity or enhance overall store performance, SMaaS provides the tools to be more effective.

Retailer Values

- Reliable and optimal system performance with 24/7 remote monitoring and management of connected EAS equipment health status for improved uptime
- Insights and analytics to help make effective data-driven decisions that may positively impact shrink and bottom line results
- Enhanced, mobile-optimised user interface permits easy access to SMaaS on any device
- Geo-mapping of Organised Retail Crime (ORC) patterns to help retailers take proactive measures to combat crime
- exaccqVideo integration provides video device health monitoring and allows retailers to view video clips of incidents associated with EAS & ORC events
- Remote diagnostics and troubleshooting capabilities reduce the need for on-site service calls

- Anomaly Detection utilises historical data and AI/machine learning modelling to predict shrink events and event outliers over a set period of time. Users can review data by store, city, and region for analysis and insight into problem areas.

A compatible Sensormatic gateway (or parent) device is required to connect, collect and send EAS data to SMaaS. These options are:

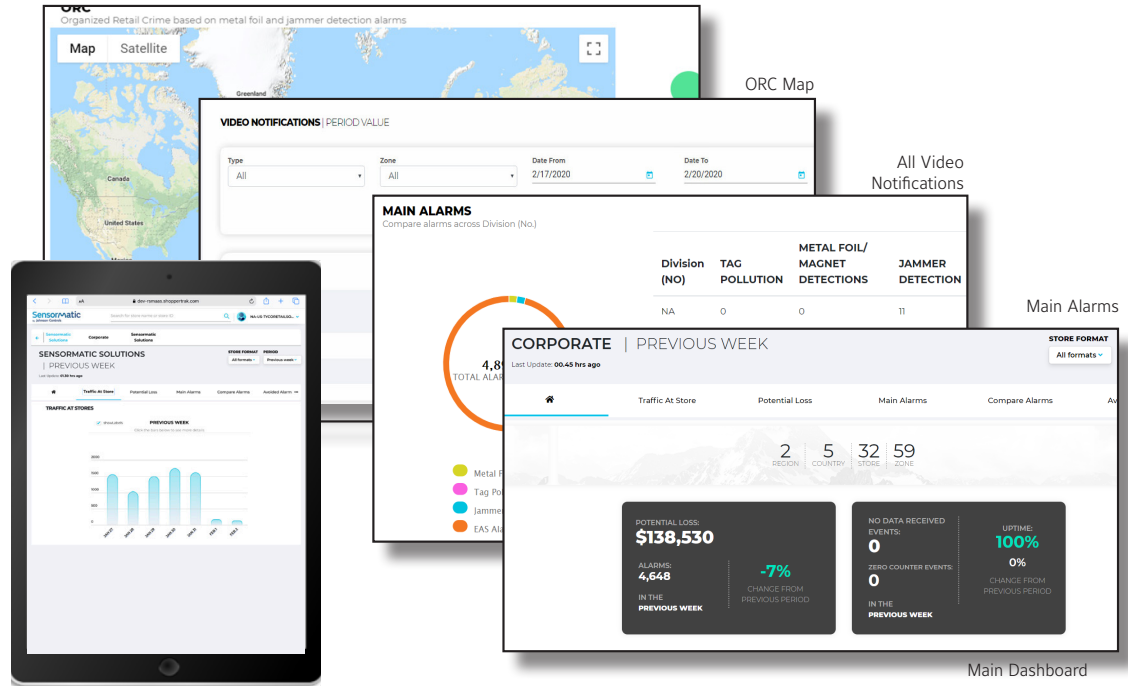
- Wireless Device Manager
- Sensormatic Synergy Network Card



SMaaS Dashboards

User-friendly dashboards can be viewed by district, by region and enterprise-wide to isolate the information needed.

Below are a few sample dashboards and widgets.



Remote System Monitoring & Diagnostic Services

PRODUCT CODES	SERVICE
SM-RDC-EXIT	Monthly Proactive Remote Service, AM EXIT Systems (per power pack)
SM-RDC-POS	Monthly Proactive Remote Service, POS Device (per device, deactivator/detacher)
SM-RDC-EXIT-RF	Monthly Proactive Remote Monitoring for RF EXIT Systems (per pedestal)
SM-RDC-BIC	Monthly Proactive Remote Monitoring for Brickstream devices (per device)
SM-RDC-XOVIS	Proactive remote monitoring of Xovis device's health status to help improve system uptime (per device)
SM-RDC-AMG	Monthly Proactive Remote Monitoring for Alert Metal Guard devices (per device)
SM-RDC-PC	Monthly Proactive Remote Monitoring for standalone Dual Beam/Irlysis devices (per device)
SM-RDC-VIDEO	Monthly Proactive Remote Monitoring for exacqVision video devices (per VMS)
SM-RDC-BP-ST	One time store setup fee for a Business partner monitored customer (per store, upfront)
SM-RDC-BP	Access for Business partner to Proactive remote monitoring & diagnostic service using the RDC application (per store/per month)

Data Reporting & Analytics Services

PRODUCT CODES	SERVICE
SM-REP-S	Monthly Reporting Access (per store: alerts, threshold settings, dashboards, notifications)
SM-REP-API	Data Export API Service (per store, included in SM-REP-S)
SM-REP-VIDEO	Video Widget Access (per store, requires SM-RDC-VIDEO)
SM-REP-ANOM	Anomaly Detection (per store, requires SM-REP-S)
SM-REP-MON	Device health, uptime status and EAS export via the SMaaS customer portal
SM-REP-ORC	Provides the likelihood of an ORC event occurring in the next 7 days based on historical events (per store)