

BROCHURE

Shrink Unlocked

Smart Exit Solutions End Retail's Biggest Unknown



Insights Which Drive Results

Authorised merchandise movements at the point of sale are closely monitored to ensure inventory accuracy and operational efficiency. However, unauthorised movements – often resulting from theft – can be difficult to identify. When this happens, it leads to stock discrepancies, diminishes the reliability of unified commerce platforms and negatively impacts the customer experience.

Sensormatic's Smart Exit Solution ecosystem helps to maintain clear visibility of Radio Frequency Identification (RFID) tagged merchandise, even when that merchandise is removed without being paid for. This transforms shrink from an ambiguous challenge into a data-driven discipline, revealing clear metrics that precisely identify the causes of theft, fraud and merchandise loss.

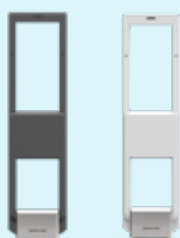


Uncover the Drivers of Theft, Fraud and Merchandise Loss

Our Smart Exit Solutions deliver clear visibility into the drivers of theft, fraud and other losses, unlocked through the Sensormatic-designed radio frequency identification (RFID) enabled infrastructure ecosystem, including our RFID-based pedestals, overhead systems and comprehensive reporting application.

RFID-based Pedestals

An evolution of our premium Synergy Pedestal suite, Synergy II detection systems combine RFID and acousto-magnetic (AM) technology to deliver advanced theft detection. By utilising RFID as electronic article surveillance (EAS) technology, these pedestals integrate with POS systems powered by our multi-purpose RFID reader to validate sales at the exit and capture loss event data. Video verification is contextualised with our Shrink Analyzer application, enabling the creation of evidence packages and facilitating the quick replenishment of shrink-related out-of-stock items.



Synergy II Pedestal Systems
Charcoal and Cool Grey

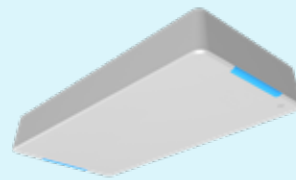
By revealing the true financial impact of loss events, our Smart Exit Solutions assist retailers in prioritising responses and formulating strategic approaches to mitigate losses across the store.

- **Receiving:** accurately identifying inventory distortion at the entry point for the store and potential losses due to vendor fraud accelerates recourse for shipping discrepancies. This can help retailers to reduce administrative errors and receive floor-ready merchandise faster.
- **Employee Entrance:** strategically-placed RFID systems at employee exits can reduce internal theft while improving investigation efforts with item-level evidence packages. Retailers may identify theft events using staff badges to connect 'sweethearting' incidents or organised retail crime (ORC) style bulk-theft activities.
- **Online Collection Door:** integrations with other connected systems allow retailers to cross-reference patterns with internal and external factors to identify losses. Additionally, retailers can improve in-store ecommerce fulfilment accuracy, identify employee theft events and empower LP investigators to quickly pinpoint non-sale events to assess the monetary value of the stolen merchandise – down to the electronic product code (EPC).
- **Defined Zones:** reporting applications, such as our Shrink Analyzer application, can be applied to high-theft areas in stores that require uniquely focused strategies. It can help to validate receipts at the self-checkout and address merchandise that has been tampered with in fitting rooms and other high-risk areas that need better protection.



Overhead Systems

The RFID Overhead 360° II delivers real-time EPC item-level visibility for stock management and advanced shrink analytics. This next-generation solution offers improved performance, better in-and-out alarm indications, expanded coverage for wide exits and versatile installation options, with three configurations now available. As a discreet alternative to traditional EAS pedestals, the RFID Overhead 360° II ensures effective loss prevention through accurate RFID-tagged merchandise detection, minimised nuisance alarms and seamless point-of-sale (POS) integration to validate sales at the exit.



RFID Overhead 360° II
Cool Grey

Point-of-Sale Integration

Our RFID multi-purpose readers deliver valuable data through seamless integration with existing Sensormatic systems (such as tags, readers, detachers, antennas and exit systems) and software platforms (such as Shrink Analyzer). Our API library eliminates integration barriers with POS systems, enabling smooth operation across diverse use cases.

- Streamline checkout processes, ensure item-level transaction visibility and identify items safe for exit
- Integrate with existing pedestals or overhead systems to provide visibility into missing items, alarm events and item-level data
- Optimise merchandise movements between zones, including receiving, transferring and returning tagged items, using solutions like Transition Door
- Designed to streamline POS integration, supporting the many workflows at the POS



RFID antenna
Charcoal

Video integration

Integrating video with Smart Exit Solutions enhances visibility into merchandise loss events by pairing RFID-triggered alerts with real-time visual context. When a shrink event occurs, the system automatically links EPCs to corresponding video footage, offering a clear and actionable view of the incident.

Reporting Application

The Shrink Analyzer application is a cloud-based application designed to tackle merchandise loss without disrupting the in-store shopping experience. This machine learning-enabled tool is inventory platform agnostic, allowing retailers to harness RFID systems for item-level analytics across store and company environments.

When paired with Smart Exit Solutions (including video), the Shrink Analyzer application enhances visibility by linking RFID-triggered shrink events to corresponding video footage, providing clear, actionable context. This integration not only accelerates incident resolution but also supports investigations with evidence packages that aid law enforcement and prosecution efforts.

- Gain clear sight lines into the time, location, EPC and value of loss events
- Confidently identify bulk theft events most indicative of ORC activities
- Comprehensive evidence package improves investigator efforts to mitigate shrink and combat ORC
- Reveal workflow inefficiencies that impact store performance and the customer experience



Shrink Analyzer
Application



A Trusted Partner from the Beginning

While Smart Exit Solutions are designed to address in-store use cases, many of our retailer partnerships begin well before merchandise reaches the sales floor.

Our Professional Services team and Service Bureau work together to deliver end-to-end support for retailers navigating the complexities of modern technology. Whether you're implementing an RFID-only solution or a dual RFID/EAS deployment, our experts ensure seamless integration, while our Service Bureau delivers encoded, ready-to-apply tags directly to your facilities for efficient merchandise tracking and source tagging.



Professional Services

Sensormatic Solutions offers a robust suite of professional services designed to help retailers thrive in today's complex technology landscape. From strategic consulting and system integration to ongoing support and training, our experts simplify the path to operational efficiency and long-term success. Whether you're deploying RFID, EAS or sensor-based solutions, we provide the tools, insights and guidance needed to maximise performance across your company.

- Tailored consulting and integration services to align technology with business goals
 - Professional Consulting
 - Design, Deployment and Integration
 - Management and Support Services
 - Learner Services
 - Customer Success
 - Retail Consulting

Service Bureau

The service bureau extends our capabilities and allows retailers and their manufacturers to easily receive custom printed and encoded RFID tags and labels, delivered directly to their specialised facilities for application onto merchandise.

We use an established source tagging model which enhances supply chain efficiencies by providing visibility into order fulfilment strategies, inbound/outbound shipping verification, device monitoring and encoding authentication.

- Neither retailers nor their manufacturing partners need to invest in RFID tag printing and encoding



About Johnson Controls:

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centres, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Johnson Controls currently offers the world's largest portfolio of building technology and software, as well as service solutions from some of the most trusted names in the industry.

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About Sensormatic Solutions:

Sensormatic Solutions, the leading global retail solutions portfolio of Johnson Controls, powers safe, secure and seamless retail experiences. For more than 50 years, the brand has been at the forefront of the industry's fast-moving technology adoption, redefining retail operations on a global scale and turning insights into actions. Sensormatic Solutions delivers an interconnected ecosystem of loss prevention, inventory intelligence and traffic insight solutions, along with our services and partners, to enable retailers worldwide to innovate and elevate with precision, connecting data-driven outcomes that shape the future of retail. Please visit [Sensormatic Solutions](https://www.sensormatic.com) or follow us on LinkedIn, X and our YouTube channel.



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