

**VISION**  
**Loss Prevention**  
 RETAIL DATA MINING SOLUTIONS



PCMS have a global pedigree of assisting retailers in identifying and preventing fraud at the point of sale and other associated shrinkage.

**ABOUT PCMS**

PCMS is one of the world's leading providers of integrated software, services and hardware systems to the retail and food service sectors. Our expertise, infrastructure and experience enable retailers and distributors across the supply chain, together with other industries including manufacturing, financial and healthcare to fully outsource their business IT capabilities.

With offices in Coventry, Huntingdon and Cincinnati and a global network of approved partners, PCMS delivers solutions to retailers across the globe.

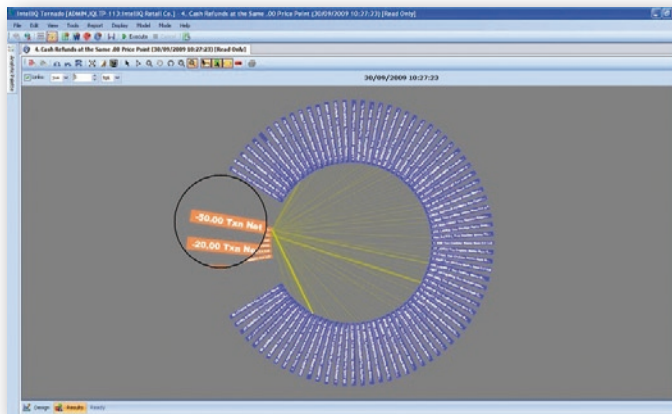
Our partners include IntelliQ, Microsoft, IBM, Oracle, Symantec and VMware; our client list includes such signature brands as Best Buy, Bass Pro Shops, Walgreens, Lenscrafters, Marks & Spencer, Karstadt, Krispy Kreme, Prada and Ralph Lauren.

**PCMS in Loss Prevention**

PCMS and its loss prevention software partners have a wealth of experience helping the world's most successful retailers protect profits and minimise risk. Our leading forensic loss prevention solutions allow retailers to utilize the data they already capture, to run their businesses more effectively - helping to detect and prevent losses across their retail operations.

PCMS's VISION Loss Prevention solutions include **IQ-LP** from IntelliQ, which is the flagship, unconstrained version of this field proven technology. **IQ-LP** is delivered as a custom solution, designed to focus on many areas of concern within a specific retail operation. **IQ-LP** will take data from a variety of sources such as EPoS, internet, supply chain, cash and banking amongst others, offering an all encompassing loss prevention data analytics tool. **IQ-LP** is designed to be used by retail Loss Prevention Officers, Managers and Investigators – the operational retail LP business users, not technicians and consists of two integrated applications:

- i. IntelliQ "Tornado" – an award winning, forensic data mining tool set (web and client server based) with the added advantage of inclusive 'investigation automation' functionality
- ii. IntelliQ "Case Management" – a secure web based system helping the LP department to manage and track cases, whether they are generated by the **IQ-LP** solution or any other type of case/incident.



IntelliQ's 'Vortex' unlocks the complex relationships often characteristic of fraudulent activity but hidden in millions of genuine transactions and shows them in a logical and intuitive way.

**IQ-LP** uses a set of intuitive, graphical modules that allow non-technical users to pin-point and investigate fraud and loss, releasing the power of the data captured by the retailer in the course of normal operations; delivering quality leads at unprecedented speed and accuracy.

# Revealing the hidden losses

Margin Erosion

FRAUD

Unidentified Loss

THEFT

Operational weaknesses

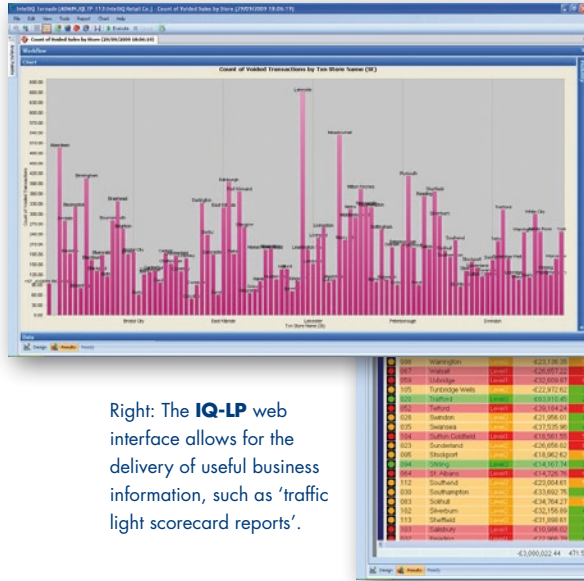
SHRINKAGE

Process Compliance

## Designed by Retail for Retail

**IQ-LP** has continually evolved as a direct result of its successful use over many years at the sharp end of retail loss prevention, investigating and uncovering many areas of loss on a daily basis. The solutions user community have contributed significantly to help provide a unique solution that has been designed to meet the specific needs of loss prevention professionals. In addition, all the support, implementation and development teams have real-world LP experience, ensuring the solution has gained market leading status. With 100s of years of collective LP experience built into the design and implementation of **IQ-LP**, PCMS are able to offer a unique and effective solution.

**IQ-LP** is designed to take the drudgery out of data analysis - taking users directly to the issues that require urgent resolution, helping to manage the resulting investigations and delivering the completed case to the business.



Left: **IQ-LP** features numerous easy to understand views, such as dynamic charting.

Right: The **IQ-LP** web interface allows for the delivery of useful business information, such as 'traffic light scorecard reports'.

PCMS understands the pressures that retail IT departments face on a day-to-day basis. From our own extensive first-hand experience, PCMS understands that a busy IT department may have limited time to support additional software applications or to be immediately on hand to help investigate anomalies. To take account of this **IQ-LP** is available as a **fully hosted and managed service** where PCMS accept total responsibility for all aspects of the management of the solution. Where a customer prefers to host the solution themselves, **IQ-LP** has been designed with a **'small IT footprint'** where IT involvement is kept to a minimum with PCMS teams taking care of the majority of the day to day support. In both cases, IT involvement during the implementation phase is kept to a minimum, normally only to assist PCMS's understanding of the respective data feeds - such as from the EPOS system - and how data will be organised and accessed to meet the needs of the user community.

**IQ-LP** is built on a highly optimised database or **DataSphere** that contains a carefully selected sub-set of data elements drawn from many data sources. Delivered with a large number of custom and targeted analytical models **IQ-LP** offers the flexibility required for true forensic analysis, without the need for the protracted implementation and design processes. Utilising the detailed, often hidden information locked within multiple data sources the complete **IQ-LP** solution is implemented fully, within 90 days of project commencement, **at a fixed price and with no hidden costs.**

**For further information contact Peter Moss**

Tel: 07764 305738 Email: [peter.moss@pcmsgroup.com](mailto:peter.moss@pcmsgroup.com)

**The PCMS Group plc** PCMS House Torwood Close Westwood Business Park Coventry CV4 8HX United Kingdom