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**Nedap Retail**

# **Loss Prevention in Big Box**



# The rise of the Click & Collect super consumer

The customers of today aren't just looking for any shopping experience, they want a shopping experience that's shaped to all of their needs and desires. In the last two decades, Amazon disrupted the retail and technology industry. The company has proven itself as an unparalleled pioneer in e-commerce and instant-delivery on demand. This caused the rise of super consumers who want to buy whatever they want, whenever they want.

The customer no longer accepts to wait in queues to pay. They expect instant availability and a seamless online and offline experience.

Retailers are rapidly embracing Omnichannel capabilities. For Kohl's, the growth in BOPIS and BOSS has led to 20% additional sales, as customers grab extra items to add to their orders once in the store. Walmart said it will expand in-store pickup options to 2,200 stores by the end of 2018. Meanwhile, Old Navy is counting on BOPIS to boost cross-channel sales of its apparel.

## Who's Boss?

- BOSS** Buy-online, ship-to-store. (online > Distribution Center > store > customer pickup)
- BOPIS (click and collect)** Buy-online, pick up in-store (online > store > customer pickup)
- BORIS** Buy-online, return in-store (online > customer return > store)



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## Our Mission

These changing customers' expectations will impact your Loss Prevention strategy. The customers' search for more convenience and a better shopping experience makes shrinkage control a greater challenge. Products will be returned, picked-up and bought all at the same time. This means that products will enter and exit at multiple locations in your store. From your store entrance & exit, to the stockroom. Our mission is to help you control and reduce shrinkage, while improving the customer experience in all areas of your stores.



The rapidly changing customer demands in combination with the multi-category product range of Big Box retailers are a perfect fit for a hybrid RF & RFID loss prevention approach.

Our intelligent iSense Lumen RFID Hybrid antennas can have different roles at multiple locations in the store. They can be used at the exit for EAS but they can also be placed at the Goods Receiving location where they track the items that arrive in the store. It can be placed between the stock room and the sales floor, to track the items that are moved from the stock to the sales floor.

In each role there is a different user feedback needed. iSense Lumen can be adjusted to its role by a simple software setting since it is a three in one system. It is flexible in its functionality and its user feedback.

## The intelligent 3-in-1 solution

**A future-ready solution for in-store article surveillance and article tracking**

We completely redefined the way electronic article surveillance works. Our intelligent system recognizes individual items, detects the direction of the item (IN/OUT) and gives instant feedback to the store staff (this blue medium sized shirt size has not been paid for). Our iSense Lumen antenna is the best-in-class solution available and can be used for RF EAS purposes or RFID upgraded to be used at multiple locations in the store.



### Multiple locations

The RFID Hybrid Lumen iL45 can be positioned at different locations in the retail store: at the exit/entrance, between stock room and sales floor, and at goods receiving.



### Ready for the future

Since RFID is becoming more common rapidly the iSense Lumen Hybrid antenna is equipped with a RFID reader as a standard. The hybrid antenna, reading both RFID and RF tags, offers great benefits for retailers that adopted RFID.



### In-store Experience

The iSense Lumen antennas are fully tailored towards enhancing the in-store experience. The multi-colored lights and state-of-the-art speakers notify the store staff about e.g. RF and RFID EAS alarms, metal detection alarms, alarm directionality (incoming or outgoing alarm) and RFID stock movements.



### Additional Security

Retailers with an abundance of high-shrink stores tend to use a hybrid RF & RFID approach. This approach consists of having some items source-tagged with RFID soft tags, then having the store employees apply RF hard tags only to high-theft items.

This double-tag strategy provides an extra layer of security only to the items that need it most. It allows retailers to create a tailor-made RFID-based EAS strategy that reduces shrinkage while minimizing costs.



### Hybrid Loss Prevention

The Hybrid Lumen iL45 combines an integrated RFID reader in combination with RF technology. It offers best-in-class performance that can be used for Loss Prevention and Stock Management.



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## Secured Mobile Checkout

You want to offer your customers a seamless check out experience without compromising your security. Nedap has solutions for deactivating the security tag for all common self-check-out solutions. Whether it's deactivating a shopping basket with RFID tagged items or detecting RF hard-tags at the self-check-out and notifying the store staff for removal.

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## Deactivation Self-Checkout

For many big box retailers, a first step towards increasing customer convenience is to introduce the Self-Checkout. Most customers prefer stores that enable them to check out quickly. Therefore, speed and reliability are crucial. With Nedap's RF deactivator, Self-Checkout solutions, EAS systems can be used to their full benefit.

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## Mobile Self-scanning

Mobile-scanning in the store using a hand-held scanner or the customers own mobile phone is growing rapidly. This is a great step forward in reducing checkout lines. Especially for customers buying a trolley-load of articles in-Store scanning is rapidly gaining share.

Mobile-scanning presents a new range of security problems. "Normal" EAS labels using RF technology cannot be deactivated by the hand-held readers or a mobile phone. When an "in-store scanning" customer passes the current EAS antenna, he will experience an alarm even though he has paid for the goods. However, this can be avoided.

The combination of Nedap's top quality deactivation and huge experience with RFID provides a range of customer-friendly, secure and cost-efficient solutions.



# EAS in the Cloud

## Cloud-based EAS, for when you're already using RFID for Stock Management

When you already have implemented RFID technology in order to optimize your stock management process, the next step is to also use your RFID labels for Loss Prevention purposes like Electronic Article Surveillance (EAS). We have created a cloud-based EAS solution which integrates easily with your existing RFID stock management software. Save costs for hard-tagging and start leveraging the power of RFID to improve your loss prevention strategy. Know exactly which items are leaving your stores unpaid and send your staff real time actionable alerts. Enable secured mobile check-out, easily counter return fraud and reduce sweet hearting.

## Creating the ideal RFID-based Loss Prevention Strategy

The Nedap EAS in the Cloud works with our intelligent 3-in-1 solution. This makes it possible to create the perfect loss prevention strategy based on your needs. Want more deterrent? Apply additional RF hard tags to your high-shrinkage items for extra security. You decide!



### Easy integration

EAS in the Cloud can easily be integrated with any existing RFID for Stock Management solution. Our Integration team can speed up the integration and easily help you deploy up to five thousand stores.



### Item-level data

Our cloud-based solution is able to identify every unique item that leaves the store. This means that an alarm will not only tell you that something has left the store unpaid, but also which item, at what time and which location giving you real time actionable insights to improve your loss prevention strategy.



### Alarm Notification App

The Alarm Notification App has specifically been designed with the modern Loss Prevention Manager in mind. When an item leaves the store unpaid your security guard or store staff can receive an instant push-notification with product information on any mobile device. This gives your staff the ultimate tool to prevent theft with confidence.



### Mobile In-Store Checkouts

Using a cloud-based EAS solution gives you the ability to offer secured in-store Mobile Checkouts. Customers can check out with their phone anywhere they want, secured and seamless.



### No Return Fraud

Receive comprehensive insights in the history of a specific item. Know exactly which items arrived in-store, and check if it was paid for when it left the store.



### No Sweethearting

Traditionally, payment and security tag removal were two separate processes. With EAS in the Cloud, your store employees can no longer remove the security of an item if that item hasn't been paid.



## 4 Ways to stay ahead of the curve

### Retail Analytics

Retail Analytics gives detailed insight in visitor counting information and alarm data as well as the performance of every Nedap system. This helps you to permanently reduce losses, optimize stock levels and increase the performance of individual stores.

### Powerful automatic upgrades

One of the most powerful features of our iSense systems are the automatic upgrades that ensure that you always benefit from the latest performance algorithms and standards to boost detection performance and minimize unwanted alarms. We will guarantee an upgrade at least once a year.

### Fast Remote Service

Nedap provides an online platform that enables our business partners to solve 81% of the service calls remotely, without the need to dispatch a technician to the store. This Fast Remote Service is offered in a 1, 3 or 5 year subscription period.

### First Line Support Package

For large international retailers, central coordination of support is key. Nedap offers a First Line Support Package. This package enables your own support desk to easily assist all of your stores with Nedap systems.

## Technology that makes life easier

Every day, you depend on your Nedap solutions to keep your business up and running efficiently. To ensure you get the predictable and dependable performance you need to maximize device uptime and return on investment for your Nedap systems and software. Nedap has set the bar for service & support with our iSense systems.

To stay ahead of the curve, you need to be informed. That's why Nedap offers unmatched from-the-manufacturer support — after all, nobody knows our products better than we do.

- ✓ Small technical problems can be solved within just a few hours
- ✓ Solving problems remotely is cheaper than store visits
- ✓ Receive extended Warranty at 3 or 5 year contract
- ✓ Access to Nedap's Support Tool for initial trouble shooting and problem analysis. Nedap's Support Tool offers a real time overview of events registered in all connected stores. The Support Tool is enabled by default.
- ✓ Access to the Nedap global service ticketing system that allows you to create support tickets which are automatically assigned to the right business partner to resolve the issue.



### First time right

Up to 95% of the installations will be completed on first visit by our Global Partner Network.



### Service calls: 81% solved remotely

The Fast Remote Service subscription can solve up to 81% of the service calls remotely without the need to dispatch a technician to the store.



### Warranty

All Nedap products come standard with one year of factory warranty on defective items which commences once a system is installed in a store.



### Extended warranty

You can extend the warranty by making use of Nedap's Fast Remote service subscription.



## Labels, Tags & Source tagging

Nedap's vision on to labels and tags is that it's contributing to a positive consumer experience and offer a seamless integration in existing retail processes while keeping an eye on cost.

### RF Labels & Hard Tags

Nedap offers a complete portfolio of labels & hard tags which always feature the latest technologies and that are produced with state-of-the-art materials to effectively prevent theft. Nedap's labels & hard tags are 100% quality checked. Deactivation levels are constantly monitored so you can be sure that all labels & hard tags can be deactivated flawlessly. Sizes, print, top layer materials and shapes can be customized.

### Source tagging

The main drivers for Source Tagging are reducing operation costs, ensuring uniform quality and making sure your products are available on the sales floor as soon as possible.

Additionally source tagging allows you to centrally define which items are secured Nedap ensures that implementation of source tagging is a smooth process. This enables you to quickly reap the benefits but also makes sure source tagging is embedded in your supply chain for long term usage.

## Expertise in RFID

More and more big box retailers are choosing RFID technology for Stock management. The transition from RF to RFID also means that big box retailers can reap the benefits of the source tagged RFID labels for EAS.

### Transition to RFID

Some big box retailers struggle with this transition due to the legacy EAS systems in their stores. Nedap acknowledges these issues and advises on how to make this transition flawlessly and efficiently. Our knowledge in both traditional EAS as well as RFID EAS can help you build your strategy for the future. This includes advising on:

- ✓ The use of labels/hard tags in both RFID as well as traditional EAS
- ✓ Omnichannel approach
- ✓ Secure way of Self- / Seamless checkout
- ✓ Building return on investment proposals

### RFID Label Lab

RFID-based EAS solutions are only as good as its weakest link, that's why it's very important to consider what RFID labels or tags you plan on using. The combination of the right label and EAS solution are crucial in proving the high-performance that you expect from your system.

Nedap offers a testing service to determine the quality of the RFID labels that you plan to use. This gives you an objective benchmark test report that can help you easily compare the different labels.



### Fashion

- ✓ Wide variety of RF labels and hard tags



### Meat

- ✓ Microwave tested labels
- ✓ No performance loss due to detuning



### Chilled & frozen products

- ✓ Labels that withstand cold and moist conditions over longer periods of time



### Spirits

- ✓ Can be source-tagged with high-speed application



### Health and Beauty

- ✓ Wide range of smaller labels
- ✓ Labels specifically designed for mascara

# iL45 Lumen Series

## Alarms

The multi-colored LED lights and state-of-the-art speakers are fully tailored towards enhancing the in-store experience. They provide the store staff with notifications about e.g. RF and RFID EAS alarms, metal detection alarms, alarm directionality (incoming or outgoing alarm) and RFID stock movements.

## Shielding

The shielding can be used behind the antenna to reduce interference coming from that direction. The shielding can also be used to optimally use the sales space, because it prevents labelled/tagged items to be detected behind the shielding.

## Metal Detection

We have integrated metal detection into our EAS antennas to detect anyone entering your store with these types of prepared bags or coats.

## Customer Counting

Nedap counts visitors as they enter the store and provides reliable, real-time information to the store manager and (regional) headquarters.

## Advertising panels

By equipping your EAS antennas with advertising panels, you can use the high traffic entrance area to attract passers-by into the store and draw attention to your marketing campaigns.

## Crash Protector

The crash protection in stainless steel is designed to protect your EAS systems in harsh environments against crashes from trolley's, shopping carts and pallet trucks. The antennas are protected against crashes coming from all sides.



## Nedap iL45 Lumen RF

The iSense Lumen 45 makes the intelligence from the iSense system visible and audible through its colored LED lights and speakers. This intelligent Loss Prevention system contains state-of-the-art electronics that can easily be integrated, remotely updated and its data made visible through dashboards, reports and an API. iSense Lumen gives insight and control and has the highest system uptime for an effective long-term loss prevention. Updating Lumen iL45 from RF to RFID technology is a seamless process that makes the system complete future proof. Scalability features ensure easy installation and maintenance, even when being installed in hundreds of stores.



## Nedap iL45 Lumen Hybrid

The Hybrid iSense Lumen 45 combines an integrated RFID reader with RF technology. It offers state-of-art performance that can be used for Loss Prevention and Stock Management. The Hybrid Lumen iL45 can be positioned at different locations in the retail store: at the exit/entrance, between stock room and sales floor, and at goods receiving. It communicates its intelligence through its colored LED lights and speakers. Features like Dynamic Beam Steering and Automatic Tag Muting ensure optimal performance, even in challenging environments. Scalability features ensure easy installation and maintenance, even when being installed in hundreds of stores.





# Global Deployment Program™

Nedap has operations teams in APAC, EMEA and the Americas. These teams ensure that deployments and services in more than 120 countries comply according to the same high standard using our Global Deployment Program™.

These operation teams do this by actively endorsing, providing trainings and supporting our certified partners. Recently we have opened up an RFID LP Academy for all technicians so that they remain informed of the latest developments.

Together we have deployed our systems in more than 380000 stores successfully.

**North- & South America**  
1 Nedap subsidiary  
16 Certified Partners

**Europe & Middle East**  
6 Nedap subsidiaries  
69 Certified Partners

**Asia Pacific**  
2 Nedap subsidiaries  
31 Certified Partners



## Meet the global leader in RFID

Nedap Retail is the global leader in RFID solutions for the retail sector. We offer smart RFID hard- and software that give retailers perfect inventory visibility and enable them to unlock their full omnichannel potential. Our mission is to make it simple for retailers to always have the right products available. That shoppers can find the specific products they want, wherever and whenever they want, because the products are in stock, on the right shelf and retailers have a single view on their inventory.

We help our customers to:

- ✓ allow customers to shop everywhere and return anywhere;
- ✓ allow shoppers to checkout anywhere in the store;
- ✓ minimize shrinkage, increase sales and boost customer loyalty.



### Mission

We make it simple for retailers to always have the right products available



### 116 Business partners

Worldwide



### Stock exchange

Since 1947



### 9 Offices

Worldwide



### Founded

1929



### Nedap Retail

Since 1974

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# Questions?

## We have the answers

Every industry has its own unique challenges and opportunities. Nedap Retail creates unique solutions, geared to your industry, to help you take full advantage of social, mobile, cloud, and analytics as you transform your business.

**Contact your local Nedap certified partner** [www.nedap-retail.com/contact](http://www.nedap-retail.com/contact)