
Nedap Retail

Loss Prevention in Fashion



The future of retail observations in a moving market

Today's consumers live in a mobile society. The centerpiece of their existence is no longer their street address, but their smartphone. The consumer has undergone a transformation. Now retail must transform too.

This online mobile experience has set a new benchmark for retailers. Products are bought online and picked up in the store on the same day. Products are being picked from the shelves and paid for by phone, without interaction with a cashier. Customers no longer accept waiting in queues to pay. They expect instant availability and a seamless online and offline experience.

Retailers no longer have a choice. Omnichannel capabilities will be an absolute necessity, the brands that continue to find organizational or technological excuses will disappear.

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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. Our mission is to help you control and reduce shrinkage, while improving the customer experience in your stores.

Solutions

No matter if you are using RFID for stock management or not using RFID at all, Nedap has the right solutions towards a future with accurate stock and omnichannel services.



RFID-based EAS

Our stand-alone, RFID-based EAS solution. This is your first step to a future with RFID. To meet the needs and standards of today's store experience, Nedap has developed a concealed RFID-based EAS solution that helps reduce shrinkage while improving your customer's shopping experience.



EAS in the Cloud

The future of loss prevention is here. Nedap has developed a scalable cloud-based RFID-EAS solution that can be easily integrated with your existing RFID for stock management solution. With EAS in the Cloud, you will have a real-time overview of every unique item that leaves the store - paid and un-paid.

RFID-Based EAS

A stand-alone EAS solution, for when you're not using RFID for stock management

Nedap has developed an RFID-based concealed EAS solution for the most important part of your store - the entrance (because the store entrance is where you entice potential customers to become your actual customers). Our stand alone RFID based EAS solution is your first step towards a future with RFID stock management and it has been designed to work out of the box.



Open entrance

Open up your store entrance with the ceiling-mounted RFID-based EAS antenna. Multiple iD Tops can easily be linked together to cover large entrances.



Future ready solution

RFID-based EAS is a scalable, future-proof solution to protect your investment in EAS. No need to upgrade to RFID enabled EAS antennas once you move to RFID for stock management.



The perfect shopping mall solution

The ceiling-mounted RFID-based EAS antenna is the perfect solution when antennas or pedestals in the store entrance are not allowed.



Customer counter integration

The iD Top can be integrated with an overhead Customer Counter to accurately monitor incoming and outgoing customers on our Retail Analytics platform. Combined with alarm data this gives you better insights into potential theft.



Plug-and- Play Installation

RFID-based EAS ensures an easier, better performing and more cost-effective installation, since no major structure work is needed, it is a one cable installation. - no more need to open up the floor!



Extra selling space

The concealed RFID-based EAS antenna takes up no selling space in the store and makes it possible to have completely open entrances where products are enhanced by a bright and open environment.



EAS in the cloud

Cloud-based EAS, for when you're already using RFID for stock management

When you have already implemented RFID technology in order to increase your stock accuracy to 98+%, the next step is to also use your RFID labels for loss prevention purposes like Electronic Article Surveillance (EAS). Nedap has 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.

RFID-based EAS allows you to build a loss prevention strategy that is centered around actionable information which gives you more grip on your losses.

Creating the ideal RFID-based Loss Prevention Strategy

The Nedap EAS in the Cloud is hardware agnostic and therefore works with every RFID based EAS hardware solution. This makes it the ideal layer between your RFID based EAS system and your RFID stock management software. With EAS in the Cloud, you use the iD Top to create the ideal open entrance and choose to use our RFID antenna for stores that need the extra deterrent factor. Want more deterrent? Apply additional RFID 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 control your losses.



Alarm Notification App

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 and to turn a potential loss into a sale.



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. Scan for a demo:



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 it hasn't been paid for.



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.

- ✓ 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.

Technology that makes life easier

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 high 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.



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

Fast Remote Service 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. Please ask your Nedap associate for more information.



RFID Labels, tags & source tagging

More and more fashion retailers are choosing RFID technology for Stock management. The transition from traditional RF to RFID also means that fashion retailers can reap the benefits of the source tagged RFID labels for EAS. Saving hard tag costs as well as costs to apply those tags in the store. Additionally RFID based EAS provides fashion retailers with detailed information on stock loss allowing them to develop a holistic approach to loss prevention.

Some fashion 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

Products

Nedap truly believes that labels and tags should contribute to a positive consumer experience and offer a seamless integration in retail processes, while keeping an eye on costs of course. Nedap offers a range of hard tags complementary to labels for high theft items.

The tags always feature the latest technologies and are produced with state-of-the-art materials to effectively prevent theft and allow a smooth checkout process. Hard tags are being offered in a wide range of sizes and shapes and can be customized as well.

Source tagging

Many fashion retailers struggle implementing Source Tagging with RFID. Nedap can help you to implement Source Tagging and has the necessary expertise on the RFID do's and don'ts that is often missing. Nedap ensures that implementation of source tagging becomes a smooth and hassle-free process, as well as finding the right partners to work with at the right cost. This enables you to quickly reap the benefits but also makes sure source tagging is embedded in your supply chain for the long term.

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. We start off by assessing the quality and reading characteristics of the labels on their own.

As a second step, we evaluate how they perform on different materials and surfaces of apparel, clothing and other items. Since this may impact the label's individual performance.

The final important step is assessing the performance of the entire mix of RFID labels. The testing service helps you in choosing the right combination of RFID-based EAS solution and labels, based on your KPI's.

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

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