



## Toshiba and Agilence: driving shrink reductions through operational excellence

*A powerful solution to identify  
and minimize operational errors  
and stop fraud in its tracks.*

Fraud, organized retail crime, internal and external theft and operational errors can result in massive losses at the front end. In order to quickly identify and mitigate problems that happen at the checkout, retailers require fast access to a broad array of data. By gaining an understanding faster of what's happening in their stores and at the front end, retailers can react quickly and proactively, gain long-term insights more easily and stay competitive in a challenging marketplace.

When it comes to providing visibility into daily store operations, Toshiba and Agilence add unprecedented value. Toshiba is the world leader in point-of-sale (POS) technology, with a wealth of in-depth retail knowledge and experience. Agilence is the industry leader in next-generation exception-based reporting (EBR) solutions for retail loss prevention and operations. Together, they can help retailers reduce operational errors, cut losses and grow margins.

**TOGETHER  
COMMERCE**

- > Take advantage of a true operational intelligence solution
- > Benefit from diluted reliance on IT – no expertise required to use the solution or generate queries
- > Link data-driven anomalies directly to video
- > Quickly identify the causes of loss in stores
- > Create user-defined dashboards and reports
- > Reduce fraud and increase efficiency

---

# EXCEPTION REPORTING WITH A DIFFERENCE

## Built with the user in mind

Toshiba's Shrink and Operational Efficiency Solution, featuring Agilence's Retail 20/20™ suite, is the most advanced EBR system on the market. It is an intelligent and powerful solution for identifying anomalies and incidents that indicate fraud or operational issues that result in loss. It is designed to provide retailers with a complete view of their business, empowering them to quickly and easily identify problematic cashiers and transactions and make informed decisions faster.

While EBR is not a new concept, what sets Retail 20/20 apart is the unmatched insight it provides into the data and statistics that define business performance. This gives retailers new levels of operational intelligence, enabling them to make better, quicker decisions that positively impact business performance and brand reputation.

Unlike other EBR solutions that offer a narrow range of store-level inputs, Retail 20/20 has the capacity to process data across people, products and processes. The application collects and analyzes data from a variety of sources, such as TLog, time and attendance, store inventory and P&L, in real time. This means retailers no longer have to wait up to a week for data to be processed and accessible for analysis. The reports are summarized daily, and the data is available for reporting as soon as the TLogs hit the Agilence database.

Retail 20/20 is a web-based application and is designed to be accessible anywhere, at any time, via any platform with an Internet connection. The solution has been developed to accommodate the unpredictable nature of the retail industry, so retail managers can stay connected and have store-operations insight at their fingertips, whether they're in the office or on the go.

Retail 20/20 is designed to be a foundation for the future: a platform for predictive analytics and big data business intelligence.

## Key benefits

- **Immediacy of data:** Retail 20/20 has a powerful information engine that can capture, analyze and simplify millions of data points. It can also gather both structured and unstructured data in real time and present it clearly, so retailers can view organizationwide summary data on a daily basis and stop fraud and operational issues quickly.
  - **Easy to use:** Retail 20/20 requires no knowledge of SQL and does not require retail organizations to source any outside help setting up queries or reports. From building complex reports to configuring dashboards, the application has been designed to be as accessible and user-friendly as possible.
  - **Intuitive and interactive:** Reports feature a drag-and-drop component, so users can see the results populate as they build and modify reports. Additionally, thresholds and filters make important data "pop" for maximum visual clarity. Every part of the solution is interactive, so an investigation can happen after and even during the creation of a report.
  - **No burden on IT:** Retail 20/20 makes every user a "power user," meaning the IT department does not need to get involved in the building of queries, reports and dashboards. In addition, the cost of the application does not need to fall under the IT budget.
  - **Synchronized video:** Retail 20/20 has powerful drill-down capabilities, so anomalies can be identified, and viewed with video linkage from existing CCTV solutions, at the click of a button.
  - **Multiple graph options:** Retail 20/20 can summarize and display graphs, charts and social media widgets, so users can populate and share reports however they wish. Users can also drag unlimited POS filters into a report and see summarized information instantly.
  - **Align corporate objectives:** Retail 20/20 allows retailers to align their teams to the same objectives by creating and sharing dashboards with the same metrics and common goals.
  - **Trend analysis:** Retail 20/20 can access historical data, so users can create a comprehensive analysis and gain an understanding of trends across their store network.
  - **Flexible deployment options:** Options include a traditional License and Maintenance purchase model as well as a software as a service (SaaS) model. With the SaaS option, the infrastructure is housed in Agilence's state-of-the-art data center. With Agilence controlling the system setup, the solution implementation time becomes weeks rather than months. The traditional License and Maintenance purchase model means retailers can own all of the hardware and keep their data stored in their own corporate data center.
-

---

# A COMPELLING PARTNERSHIP

## A proven solution

Toshiba is the world's leading provider of store technology solutions, with a presence in 118 countries and more than 900,000 POS lanes in active use. It is this POS leadership and Toshiba's granular understanding of POS checkout data elements (including SCO, mobile and tunnel scanning) that make partnering with Toshiba for EBR an excellent choice. Toshiba is recognized around the world for its leadership in technical design and innovation, for having in-depth retail knowledge; and for putting the customer experience first. Toshiba is also widely acknowledged for establishing long-term, consumer-centric relationships with global retailers based on trust and flexibility.

Agilence is the industry leader in next-generation EBR solutions for retail loss prevention and operations. Agilence's areas of focus include retail loss prevention, EBR, SaaS, business intelligence and big data.

Together, Toshiba and Agilence offer unprecedented visibility into daily store operations, creating real value for retailers all over the world. Their combination of technological and retail expertise can help retailers reduce operational errors, increase efficiency and, ultimately, improve profit margins across the enterprise.

"We needed a powerful reporting application to get the most out of our data and a team to help us drive it. After a six-month pilot, it was clear that Retail 20/20 was able to deliver a significant return on our investment."

**John D'Anna, CIO – Brookshire Grocery Company**

"As NSC expands, we need a tool that can grow with us and provide visibility into our operations. Retail 20/20 enables us to do that while providing us with a solution that allows us to see all of our data in a single solution, reducing loss and improving profit."

**Michael Gold, CFO – NSC Holdings**

"We have a vision to combine all of our data into a central reporting application that will give us insight into day-to-day operations so we can improve top line growth and minimize losses. With Agilence's new Retail 20/20 application, we found a platform that is well positioned to help us achieve our goals."

**Jon Grander, VP of Asset and Revenue Management – Brown Shoe Company**

"After evaluating multiple solutions, Agilence was the only one that could handle our unique environment, offering the flexibility to expand and accommodate the demands of our 1,000 additional seasonal locations."

**Scott Terrell, Divisional VP of Asset and Risk Management – Spencer Gifts**

---

---

### **Toshiba Global Commerce Solutions**

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations unlocking amazing new possibilities for our clients and shoppers everywhere.

### **Together Commerce**

Together Commerce is Toshiba's vision for the future of retail, in which retailers adapt their strategies, their stores and their technology to engage with consumers throughout the buying process in a seamless and helpful way. This collaborative approach enables retailers and customers to create mutually rewarding commerce – together.

### **GET IN TOUCH**

To learn more about how Toshiba can create a better shopping experience, drive down operational errors and increase efficiency, please visit:

[www.toshibacommerce.com](http://www.toshibacommerce.com)

**TOSHIBA**

**Leading Innovation >>>**

Copyright © 2014 Toshiba Global Commerce Solutions, Inc. All rights reserved.

Toshiba and the Toshiba logo are trademarks or registered trademarks of Toshiba in the United States, other countries, or both. All other trademarks and logos are the property of their respective owners. Information in this document is subject to change without notice.

The Toshiba Global Commerce Solutions home page on the Internet can be found at [toshibacommerce.com](http://toshibacommerce.com)



Please Recycle

[RTS03054]

---