

# Providing POS Security Solutions for Retail Locations

Nash Finch is excited to announce a new preferred vendor partnership with North Country Business Products (NCBP) and OpenEye Inc.--providers of video surveillance and Point of Sale loss prevention solutions. OpenEye is a manufacturer of PC and embedded digital video recording (DVR) solutions, cameras, remote solutions and POS integration software which allows live transaction monitoring and logging of video/ transaction data for later review.

Employee theft continues to be the leading cause of shrinkage for retail businesses, followed by shoplifting. Up to 38% of losses<sup>i</sup> can be attributed to employee theft. The most common forms of employee theft, at nearly 60%<sup>ii</sup>, are cash theft and merchandising, the highest rate in the last six years. To best implement a new security system

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and reduce shrink, cameras should monitor areas at high risk such as checkout lanes and the customer service desk where half of employee theft is detected. A system of cameras with an integrated POS software solution will provide a searchable database of transactions with the associated video attached, and can be used to curb negative performance trends by individual employees. Grocery outlets who installed similar OpenEye systems have seen losses due to employee theft reduced by up to 90% resulting in an overall reduction in total shrink of almost 30%.

Sales and service areas such

as pharmacy, meats, health and beauty, and alcohol are high risk areas for theft and shoplifting<sup>iii</sup> and should be priority locations for camera placement. Cameras should also be placed in back stock rooms, cold storage areas, and book-keeping rooms to reduce customer and employee theft as well as the parking lot for reduced liability. A closed circuit television system is effective in combating employee theft and shoplifting by acting as both a deterrent and a documentation tool.<sup>iv</sup>

If you have existing security equipment, you can upgrade your system and integrate a new OpenEye DVR into the existing infrastructure without needing to replace the entire system. You can connect your existing cameras to the new DVR and add new cameras to provide complete coverage of your retail location.

The OpenEye camera line includes fixed dome and PTZ cameras for use in different locations

including cameras suitable for cold storage and outdoor use. Many of the fixed dome cameras have vari-focal lenses allowing the same camera to work in many locations. Additional features include vandal proof enclosures and high resolution, telephoto, or wide dynamic range lenses.

OpenEye offers a range of DVRs and network video



recorders (NVRs) to suit your needs. With models from 4 to 32 channels, and five different capture rates, an OpenEye DVR can be utilized in both large and small installations. The DVR software

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allows you to create customized recording schedules and includes special day schedules that can be used for holidays, sales, or customer events. The RADIUS software, included standard with every OpenEye DVR, makes it possible to monitor multiple locations from a single station and includes a custom alarm map feature and alarm monitor interface that logs every alarm and the video associated with it.

POS monitoring is used by 76% of retail companies to reduce internal shrink. RediWatch, the OpenEye POS software, integrates fully with both the OpenEye DVR server software and RADIUS making it easy to search POS data from a remote location. Use RediWatch to quickly identify under rings or no sales and tag specific products for easy searching. By using the RediWatch software and performing regular audits, suspicious or illegal activity can be documented and appropriate preventative measures can be taken.

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i Food Marketing Institute, Research Department. *Supermarket Security and Loss Prevention 2006* (Washington, DC: Food Marketing Institute, 2006), 6.  
ii Food Marketing Institute, Research Department, 10.  
iii Food Marketing Institute, Research Department, 12.  
iv Food Marketing Institute, Research Department, 20.

To take advantage of this new partnership, contact North Country Business Products to evaluate your needs. NCBP, an authorized OpenEye reseller, supports grocers across the country with Customer Care. Customer Care is a combination of local support and factory trained help desk services. NCBP is 100% employee owned and the employee owners possess personal pride and have an individual stake in the company's success. "Our dedication to customer service and the needs of our customers has helped us evolve into the company we are today." says Curt Crotty, VP of Service. To schedule a free consultation, visit [www.ncbpinc.com](http://www.ncbpinc.com) and click Contact.



OpenEye is an innovator in the business of designing and manufacturing digital video recorders and surveillance equipment for the security industry (since 1999). Dedicated to providing the ultimate customer experience through its products and service, OpenEye is known worldwide for ISO 9001 quality products offering intuitive operation and ease of use.

Providing heroic customer service and ensuring the customer's complete satisfaction is the OpenEye way. Offering 24/7 technical support, advanced replacement, and exceptional warranties are just some of the ways OpenEye demonstrates our commitment to customers.

With a reputation for commitment to innovation, ease of use, and customer satisfaction, it is clear why OpenEye is the consistent choice of leading security professionals everywhere.

