

Reducing loss and aggression in stores

How one of the fastest-growing athletic apparel retailers in the world was rewarded for rethinking their approach to case management



Transforming their approach to asset protection

This global apparel retailer partnered with Auror to address the alarming loss and aggression trend in their stores. They were rewarded almost instantly - proving that leaving their legacy case management system behind was a risk worth taking



“For anyone wanting to reduce retail theft and harm at scale, this is the platform”

Senior Director of Global Asset Protection

How they reduced theft by 23%

From reactive case management to proactive crime intelligence

1

Reported the right intel, faster

Structured data on each incident including people, vehicles, CCTV, and imagery

2

Intel identified the people driving their loss

Automatically linked known offenders and vehicles whenever they offended

3

Built detailed cases against the worst

Gained a comprehensive understanding of each offender and their history

4

Empowered teams with intelligence to reduce theft and harm

Prevented theft and resolved cases against the people driving their loss

Addressing the challenge of escalating loss and harm in six months

Retailer's challenges



- Time-consuming and cumbersome incident reporting system
- No visibility or insights on repeat offenders
- Escalating theft in stores

Benefits realized within six months



- Saving six minutes recording each theft event, while collecting more effective intel
- Identified the 20% of offenders causing 52% of the total \$ value of theft
- 23% reduction in theft from stores

“It’s so simple, yet so effective at getting the intel needed to drive real outcomes”

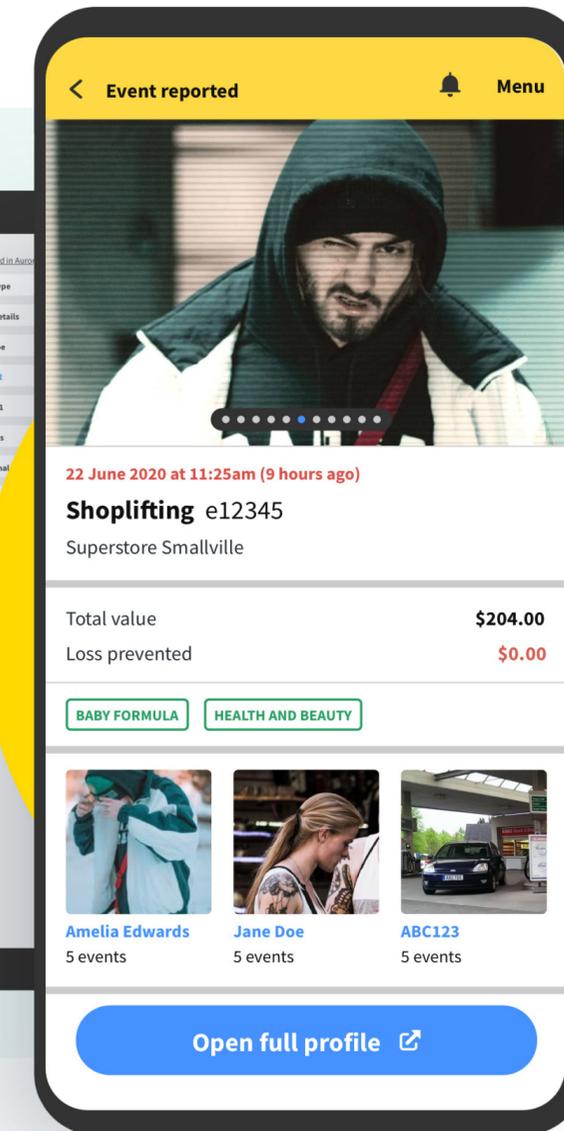
- SR. DIRECTOR GLOBAL ASSET PROTECTION

From cumbersome to simple and intuitive incident reporting



73% of events had an image, while also saving 6 minutes per event

Average time saving per report: **6 mins**



“The platform is so intuitive, that it does much of the work for us, from surfacing insights, connecting the dots, to getting actionable intel to teams”

- SR. DIRECTOR GLOBAL ASSET PROTECTION

From manual spreadsheets to platform-generated dot connection



20% of offenders accounted for 52% of their loss

The screenshot displays the Auror platform interface. At the top, a 'Compare people' window is open, showing profiles for John Doe (p123456), Unknown (p123456), and Jim Doe (p123456). Below this, a 'Photos' section shows several images of individuals. A 'Shoplifting e23445' event card is visible, detailing a report from Superstore Smallville 7824 on August 11, 2024, for a loss of \$1232. The card lists items like 'BABY FORMULA' and 'PERSONAL ELECTRONICS' and shows a 'Dots connected' notification. A yellow notification bubble from Auror states: 'Dots connected! John Doe has been involved in 18 events with a total value of \$54,378'. The background shows a grid of data points and a yellow arc.

“It has been game-changing. We’re now able to spot patterns that we never saw before and focus our efforts in the right places”

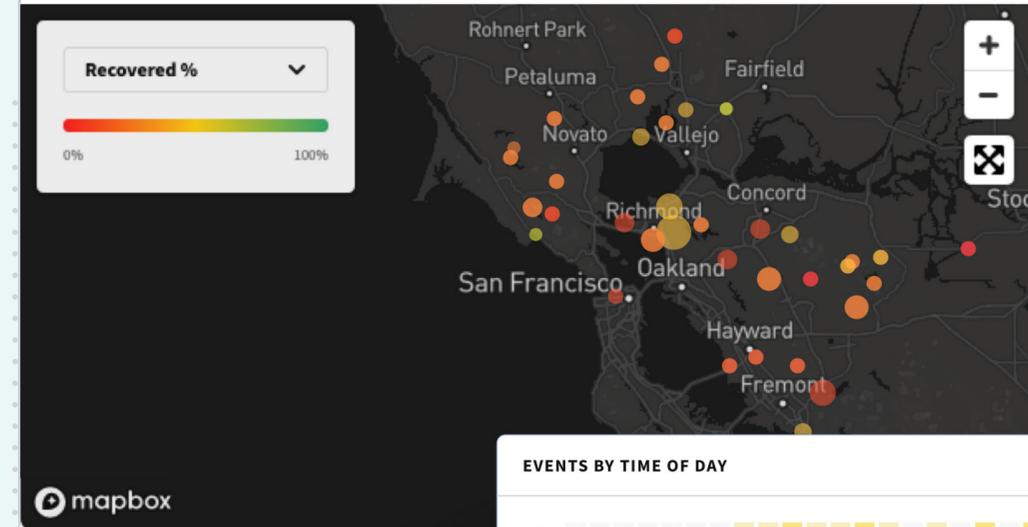
- SR. DIRECTOR GLOBAL ASSET PROTECTION

From multiple tools,
to a single platform
to build and
resolve cases



**12% reduction
in events of
over \$1000**

MAP VIEW



EVENTS BY TIME OF DAY



OVERVIEW

Total reported **\$250,870.07** Total recovered **\$64,031.27** Total lost **\$186,838.80**

Total events

1,542



Serious events

22



Reported to Police

1,005



Total people

1,728



Apprehended people

27



Repeat people

402

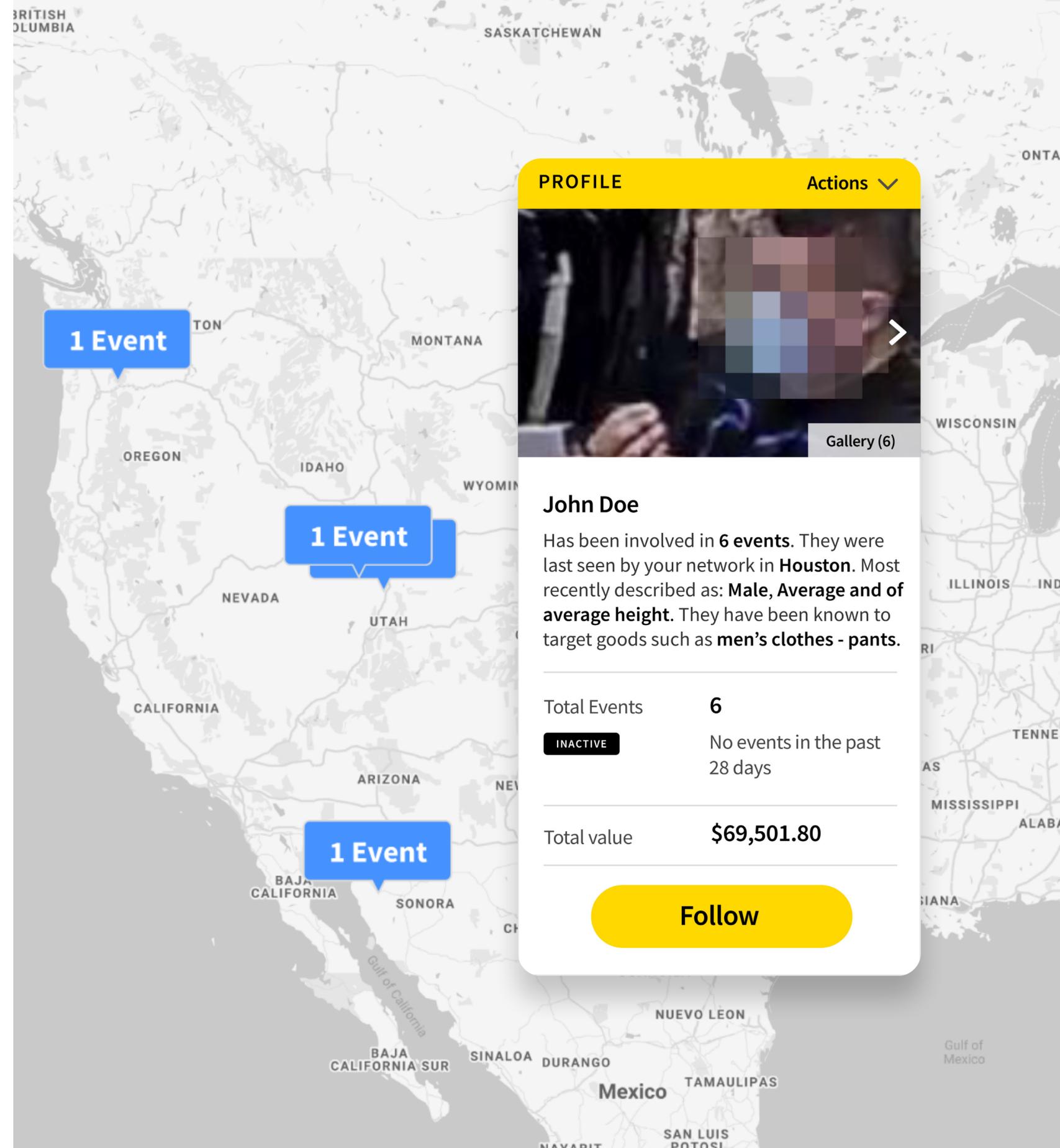


CASE STUDY

Stopping a prolific repeat offender responsible for \$69K worth of events

“As a small team we needed a system that allowed us to focus on delivering outcomes, rather than simply trying to make sense of the data.”

Working with an ORC group of 28 other subjects, this person was connected to six events across three different states. After being identified and prevented in stores thanks to real-time intel, the subject did not return.



Moving towards a future with even less theft

With its early success in North America, the retailer is looking for global impact next

6min

saving per
reported event

52%

of loss caused by
20% of offenders

23%

reduction
in theft

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Want to learn how you can
reduce crime, loss, and harm?

[visit Auror.co](https://www.auror.co)