History, transparency & customer experience

Securitas Technology

Securitas Technology Retail

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"We help retailers to make it simple to always have the right product available, at the right place, and at the right time"

Securitas Technology Retail team

Customer experience

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This is not the way to welcome your highest value   shoppper

Turn critical buying moments into experiences shoppers crave.

1. Meet the needs of modern customers.

2. Implement innovative customer experiences.

3. Adopt store tech in simplified, capital-efficient ways.

- **Victoria's Secret EVP** called it a "game-changer" in WWD.

- **River Island** saw 3% to 10% sales lift and high VOC ratings.

- **Under Armour** has made it a part of their store BOM.

History for each unique item

2

History for each unique item

Increased traceability

Fully transparent Supply chain with DPP & RFID

3

Different layers of business benefits

BACKEND

- Identify and avoid Leakage & Anomalies
- Enable Sustainability
- Create the Single Point of Stock

END2-END TRANSPARENT

FRONTEND

- Identify under deliveries
- Avoid Chargebacks

100% ACCURATE

READPOINT

- Save Labor

25x FASTER
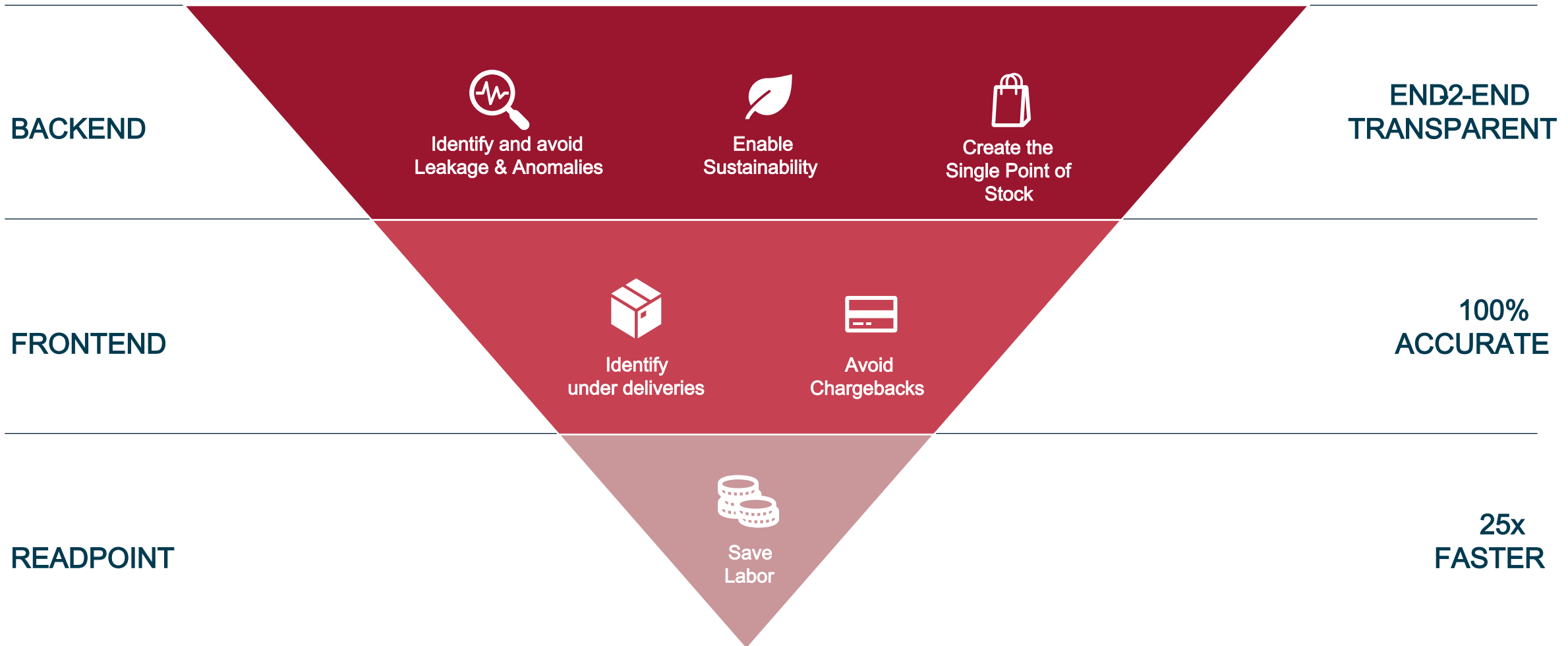
Shipment verification

The Shipment Verification aims to automatically check outgoing shipments so that every unit shipped is perfectly correct.

Making sure that sales channels are supplied accurately can boost customer loyalty. Furthermore, brands can prevent chargebacks from wholesale clients claiming incorrect deliveries.

Order verification

The Outbound (Packing Verification) process verifies the content of packed shipments, right after the picking process to enhance outgoing shipment accuracy.

In the warehouse, there are multiple workstations equipped with RFID readers where boxes can be scanned seamlessly.

This results in a 100% accurate and super-fast registration and verification of items leaving the warehouse, no matter the channel.

The new role of stores:
Local distributions hubs & mini DCs

An important part of customer satisfaction is making products available accurately and quickly – both online and offline. In a situation where the existing warehouses and DCs are reaching their capacity limit, stores can be upgraded to act as small, local distribution hubs.

Taking the heat from DCs away

Just one single DC cannot handle all orders. The store network can take the heat off a DC, even during non-peak moments.

Fast replenishment

Stores are often closer to the customer's address. Use stores as omnichannel hubs.

Green Replenishment

Products can be shipped from the store that is closest to the customer. This minimizes the carbon footprint.

Higher product availability by increasing sellable stock online

Use the store stock for the online sale, allowing retailers to sell more.

Higher full-price sell-through

Make optimal use of the formerly siloed stocks. This allows retailers to sell more without lost margins.

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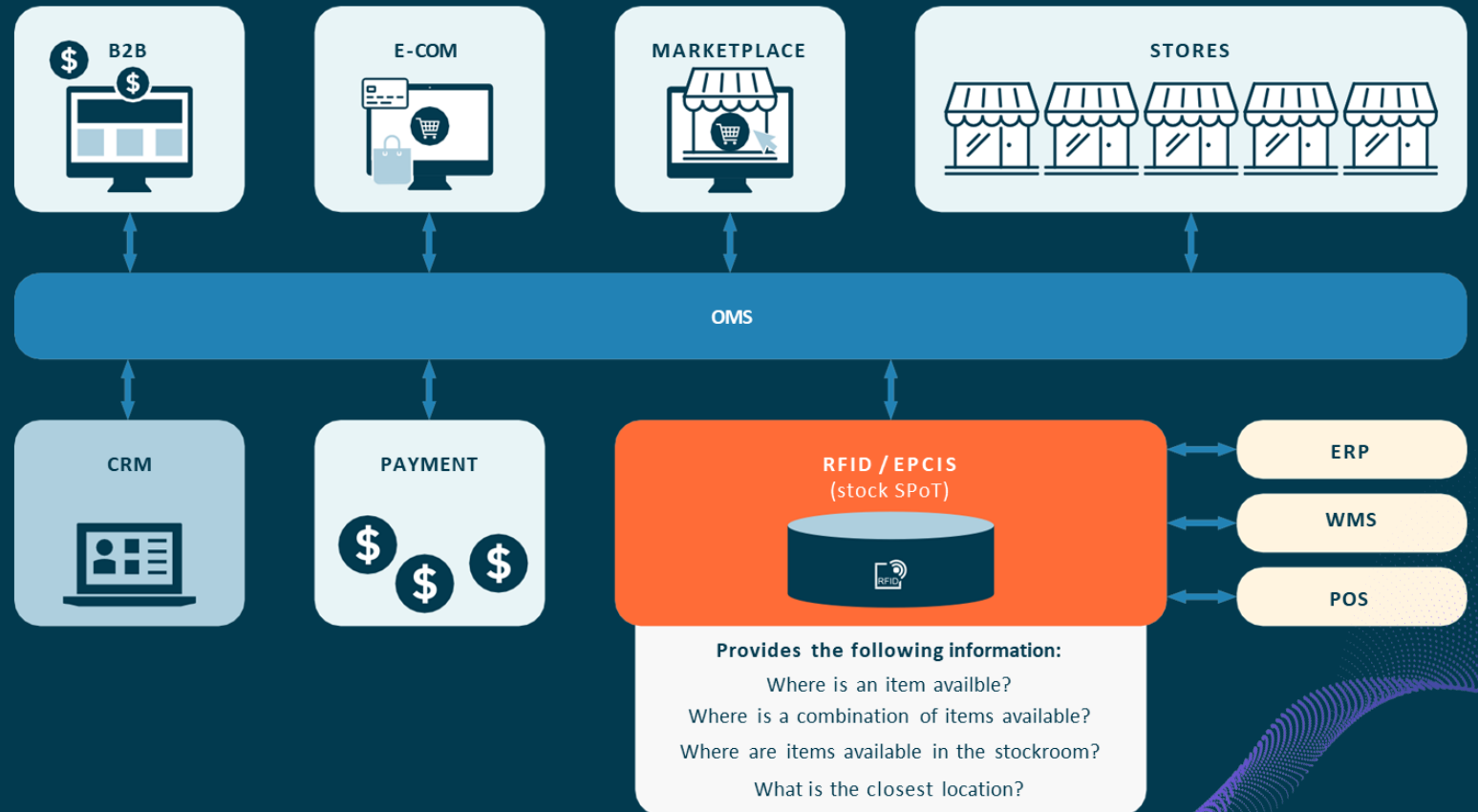
DPP, RFID & GS1 Digital link

Unlock omnichannel and be more sustainable

What is EPCIS?

The EPCIS standard defines two things: a data model for RFID events, and an API interface to exchange those events between two systems. An RFID event ('EPCIS event') typically consists of:

- What ('red shirt size M number 2343'),
- Why ('received the item, it is now stocked'),
- When ('this morning at 8:23') and
- Where ('the stockroom of store 92').

Based on these events, it is possible to know the existing and historical status of items such as whether an item sold or not and therefore also the store's stock levels.

B2B   **E-COM**   **MARKETPLACE**   **STORES**

OMS

CRM   **PAYMENT**   **RFID / EPCIS** (stock SPoT)   **ERP**   **WMS**   **POS**

Provides the following information:
Where is an item availble?
Where is a combination of items available?
Where are items available in the stockroom?
What is the closest location?