



## Agilence Analyst Services

Agilence customers can augment their Loss Prevention/Asset Protection Analyst function with certified partners who will maintain and operate the Agilence Analytics Platform for you. Our partners are established and experienced loss prevention experts who will provide daily, weekly, and quarterly updates to maximize the return on your Agilence investment.

### Analyst Services will perform the following:

- ✓ Identify anomalies or exceptions that are possible indicators of shrink and margin issues using the full power of the Agilence Analytics platform.
- ✓ Investigate and validate suspicious transactions to determine if it is fraud-, training-, product- or process-related.
- ✓ Create prescriptive alerts to monitor and track key operational imperatives.
- ✓ Notify you of major breaches in protocol and other critical activities via Agilence alerts. Depending on the perceived severity, the analyst may email and/or call.
- ✓ Document and deliver non-severe issues weekly.
- ✓ Conduct targeted analyses at the customer's request in accordance with agreed-to number of ad-hoc requests. Regular analysis will be left to automated alerts only.
- ✓ Compile and document a 30-day analysis of the problem and its estimated loss value.
- ✓ Summarize findings and activities and provide best practice recommendations on a quarterly basis.





## Agilence-Hosted Quarterly Business Review (QBR)

QBRs will consist of a presentation that provides an overall summary of the activity for the previous quarter. Agilence will schedule the quarterly reviews on behalf of the partner analyst in advance.

Prior to the review, the Agilence Director of Accounts will meet with the Analyst to review the quarterly results, presentation, and value returned.

The QBR will consist of a one-hour meeting to present the quarter's findings.

### A typical agenda will contain:

- ✓ A summary of all activity found broken down by fraud, training, product, or process. Value received will be calculated in a 30-day value from the original investigation and extrapolated for an annualized value.
- ✓ A summary of recommendations to deter or minimize future incidents.
- ✓ Shared industry best practices to address the identified issues.



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