

A decorative background graphic consisting of multiple concentric, wavy lines of small white dots on a dark blue background, creating a sense of depth and movement.

# Agilence Case Management



**Fast and Simple  
Incident Creation**

**Centralized Data  
and Evidence**

**Insightful Analyses  
and Incident Linking**

A must-have for loss prevention and asset protection, Agilence Case Management lets you track, document, and analyze all the details surrounding your investigations. Now you can streamline, simplify, and speed up incident investigations and accident inquiries.

- ✓ Analyze incident data in reports and dashboards that let you see the big picture
- ✓ Compare incidents by type, time of day, day of week, and see trends over weeks, months, or years
- ✓ Assign due dates to tasks and subtasks
- ✓ Visualize upcoming due dates by calendar and timeline to focus activities
- ✓ View a complete history of every incident with time stamps that give you a solid audit trail
- ✓ Link incidents and evidence for better collaboration
- ✓ Assign tasks to your team, track their progress, and work together with ease
- ✓ Send and review video snippets of incidents
- ✓ Access and manage your cases from your computer or mobile device

## End-to-end Incident and Investigation Management.

Intake and manage information, work collaboratively to close cases faster, and analyze trends and anomalies.

# Manage Incidents, Investigations, and Accidents

Known for designing secure, easy-to-operate loss prevention solutions, Agilence Case Management is no different. It's user-friendly, configurable, and reliable. Coupled with Agilence Analytics, you'll have a comprehensive solution that covers all your investigative needs—from case initiation to closure and analysis.

## **Reduce Complexity**

- Capture and create incidents in seconds
- Make complex investigations smoother with easily accessible documentation

## **Communicate Clearly**

- Quickly share information with local law enforcement
- Make it easy and fast to report your close rates and time-to-close averages to your leadership team

## **Provide Direction**

- Guide staff through the process of documenting the appropriate information
- Assign tasks to team members for easier collaboration and faster resolution

## **Centralize Data**

- Keep evidence, whether it's in video, photo, or written form, all in one place
- Easily expand investigation scope, see ORC incidents more clearly, and close larger and more comprehensive cases

## **Configure and Analyze**

- Complete flexibility on how you view, input, and organize
- Visualize, compare, and identify trends, patterns, and behaviors

## **Prevent Delays**

- View and manage your incidents on the go so delays are minimized
- Increase close rates while minimizing time spent consolidating data



**Flexible, powerful case management.**

At Agilence, we specialize in uniting digital and physical transactions to help cutting-edge loss prevention teams expand beyond traditional theft and fraud to tackle preventable loss in all its forms — in the store, online, and at the corporate office. Agilence customers realize an average 33x ROI and breakeven in 38 days.

Every day, Agilence analyzes over 24 million transactions for our customers, transforming data into insights, and insights into actions. Our platform combines data from 200+ sources, including point-of-sale (POS), eCommerce, HR, labor, inventory, product, third-party delivery platforms, alarms, case management, loyalty, access control, video surveillance, and more.

Companies have saved millions of dollars by optimizing operations, identifying sources of margin erosion, and reducing shrink using Agilence. Many have also improved employee and customer safety, identified training opportunities, improved customer experiences, increased promotional success, and eliminated productivity gaps.



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