Agilence

Alarm and Access Control Module

Alarm and Access Control data can be a valuable asset to both loss prevention and operations teams. However, this data is not commonly integrated into other data platforms. These systems can generate so much noise that they are often ignored but can provide valuable insight into a store's operations.
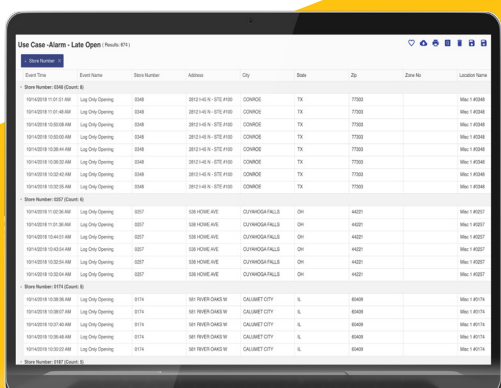
Key Benefits

By bringing alarm and access control data into Agilence, users can spot problem stores, problem systems and even determine whether store managers and employees are following company policies. Some examples include:

Late Openings

Monitoring and alerting on late openings can help retailers/restaurants pinpoint locations where management controls are not sufficient or where there is an employee issue. If a store opens late on a continual basis, this can have a direct impact on customer experience and reduce sales opportunities.

Early Close

Similar to late openings, early closing can have the same negative effect on sales and customer satisfaction. However, it might also highlight another possibility; that the store may not have enough customers to support the current closing time and operations may want to review whether this location should close earlier, saving labor hours.

Requirements

The Alarm & Access Control Module requires POS data (TLOG), Item Master, and Store Master as prerequisites.

The module will also require the alarm and access control data. Agilence can provide a template for the data feed to ensure the most important data is captured.

Burglary and Fire Alarms

Agilence is not meant to be your real-time monitor for burglary and fire alarms, but an analysis of burglary/fire events can identify potential issues with the system in place. Malfunctioning systems can cause bigger problems if false alarms go ignored.

Trouble Reporting

Similar to burglary alarm data, monitoring the trouble tickets from your systems can help identify those stores that may not have the proper training on the system or identify a system that is malfunctioning.