

Streamlining Investigations:

How One LP Investigator Tackles 500+ Restaurants Using Agilence Analytics

About

A popular fast-casual pizza chain, famous for its customizable toppings and made-to-order pies, with over 500 locations nationwide, relies on a single Loss Prevention Investigator to oversee its entire network. This individual, tasked with safeguarding the company's assets and ensuring integrity, uses Agilence Analytics as her primary tool. The scale of her responsibility is immense, but with Agilence, she is able to monitor and manage loss prevention efforts across hundreds of stores, keeping the company secure and efficient.

Problem

The company was facing a range of internal challenges that threatened its bottom line. Abusive voids became a significant concern, as employees frequently canceled transactions—particularly cash sales—in an attempt to pocket the money. This practice created a substantial risk, as it was difficult to detect without a detailed analysis of transactional data. Similarly, error corrections—where transactions were altered after completion—posed additional opportunities for manipulation, further complicating the company's ability to maintain accurate financial records.

Adding to these issues, the company recently transitioned to an app-based employee discount system. While intended to streamline the process, the shift introduced new vulnerabilities. Employees began exploiting gaps in the system, particularly in stores where the app had not been fully adopted. This inconsistency led to misuse of discounts, contributing to growing operational inefficiencies and financial losses.

The complexity of managing these challenges across 500+ stores exacerbated these problems. What's more is that only one Investigator was responsible for all stores. Traditional loss prevention methods were insufficient for handling the sheer volume of data generated daily. Without a robust system in place, the company was at risk of significant financial losses due to undetected internal theft and operational errors.

Solution

The company has used Agilence Analytics to confront these challenges. The Investigator utilized the platform's advanced querying capabilities to dive deep into transactional data. Custom queries allowed them to focus on specific areas of concern, such as voids, post-voids, and error corrections. This granular approach enabled them to detect patterns of fraudulent activity that would have otherwise gone unnoticed, ensuring that issues could be addressed before they escalated into more significant problems.

One of the key advantages of Agilence Analytics is its ability to adapt to the company's evolving needs. During the transition to the new app-based employee discount system, the Investigator created specialized reports to monitor for potential misuse. This proactive strategy allowed them to catch discrepancies early, preventing widespread abuse of the discount system. By continuously refining queries and reports, they stayed ahead of fraudulent activities.

Moreover, Agilence offered the flexibility needed to address both broad and specific concerns. For instance, the Investigator could quickly identify high-risk time periods when theft was more likely to occur, allowing them to focus their efforts where they were most needed. This targeted approach not only improved efficiency but also ensured that the company could respond rapidly to any emerging threats, minimizing potential losses.

Results

The implementation of Agilence Analytics has led to significant improvements in the company's loss prevention efforts. The sole Investigator has successfully identified and addressed numerous cases of internal theft, preventing substantial financial losses. One of the most notable successes involved uncovering a \$10,000 fraud scheme, which was initially detected through the identification of smaller void patterns. By catching these early warning signs, the Investigator was able to prevent the situation from escalating, saving the company from further damage.

Beyond individual cases, Agilence has played a crucial role in fostering a culture of accountability throughout the organization. With the ability to monitor and address issues in granular detail, the company has seen a drastic reduction in high-value cases and has progressed to catching smaller instances of fraud, sometimes as low as \$5, which might have previously slipped through the cracks and grown out of control. The Investigator's work has not only protected the company's financial health but has also contributed to a more disciplined and transparent operational environment.