

Managing Loss Prevention with Case Management Software

An eBook for Loss Prevention Teams



Case IQ

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WHY
Inventory shrinkage cost the US retail industry \$46.8 billion in 2019 (National Retail Federation).

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ROI
Case management software offers exceptional return on investment.

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What is Case Management Software and How Will it Help Our Loss Prevention Program?

Case management software makes it easy for loss prevention teams to track and manage fraud investigations and report on results for effective risk management and prevention.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images, notes, emails and other supporting documents.

Case management software can be integrated with existing systems, automatically filling in fields to save you time.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection.

If your case management software platform provides a mechanism to set up access roles, you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.

BACKGROUND

Loss prevention investigations can be complex and time-consuming. A case management solution helps companies catch fraudsters and thieves faster and recover more funds.

ON THE FOLLOWING PAGE

HOW CASE MANAGEMENT SOFTWARE WORKS

- Intake
- Case Management
- Reporting
- Alerts/Workflows
- Access/Roles

HOW CASE MANAGEMENT SOFTWARE WORKS:

Security Guards, Employees, The Public

Intake

Create new cases quickly and easily, collecting all case-related information from any intake stream into one central file.

—
HOTLINE
CALL CENTER
INTERNAL WEB FORM EXTERNAL
WEB FORM
EMAIL-TO-CASE

Loss Prevention Teams, Store Detectives

Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

—
NOTES
TO-DO'S
EMAILS
ATTACHMENTS
INTERVIEW REPORTS
INVESTIGATION REPORTS

Supervisors, Managers, CEO

Reporting

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

—
WRITER
DASHBOARD
DISTRIBUTION

ALERTS / WORKFLOW

ACCESS / ROLES

Why Do I Need Case Management Software?

A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps investigations teams spot patterns and recurring issues in fraud and theft. It also eliminates the need for collecting information from different sources and team members. Case management software also allows you to analyze issues across stores, providing a company-wide solution.

If your investigation team is using spreadsheets or an outdated in-house system, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to apprehend criminals that cost your company millions of dollars in losses.

Case management software uses task reminders to keep investigators on track, reducing the amount of time it takes to complete an investigation. Case management software also flags links between cases based on criteria you set.

STREAMLINED CASE MANAGEMENT SOLUTION

- Personalized dashboards
- Incident mapping capabilities
- One-click investigation reports
- All data in one centralized database
- Task reminders
- Customized features and fields

CASE MANAGEMENT SOFTWARE HELPS INVESTIGATORS QUICKLY ADDRESS:

- burglary
- shoplifting
- employee theft
- insurance fraud
- internal fraud
- supply chain theft

BY IMPLEMENTING CASE MANAGEMENT SOFTWARE, YOU WILL:

- capture every incident
- monitor case progress in real time
- use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off track or high risk
- close cases faster
- create investigation reports in seconds
- conduct root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- save time and money
- recover more funds lost to fraud and theft

NEXT:

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN THE ALTERNATIVES

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN HOME-GROWN AND SPREADSHEET SYSTEMS

Spreadsheets:

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts or deadlines
- No reporting

Home Grown:

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built - may require work-arounds that deviate from best practices
- May not have task assignment, alerts and deadlines built in
- May not have reporting and analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

Case Management Software:

- No need for dedicated IT staff
- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
- All information is in one centralized case file
- Strong information security and privacy built in
- Investigators, administrators and managers can set alerts and deadlines to keep cases on track
- Integration with old databases allows information to be pulled into each field, instead of having to type or paste it in

4 GOOD REASONS TO IMPLEMENT CASE MANAGEMENT SOFTWARE

- Our company is growing
- Our team is expanding
- We need to work more efficiently
- We had an incident

The Best Time to Implement Case Management Software

There are several things to consider when deciding the timing for implementing investigative case management software, but often it's changing circumstances that drive the need for a new system.

Our Company is Growing: Often, the need for case management software arises because of an increase in a company's number of employees and locations. Implementing a new case management solution as early as possible prevents cases from falling through the cracks and allows investigators to learn the system before their caseloads reach maximum capacity.

Our Investigation Team is Expanding: Team expansion could include the addition of

more investigators, or additional management. These scenarios may trigger the need for a more efficient, better organized system for documenting loss prevention investigations.

We Need to Work More Efficiently: Loss prevention investigations can be complex and time-consuming. A case management solution with easy case creation, customizable features and logical work flow ensures no data or cases fall through the cracks, saving time and money.

We Had an Incident: For many companies, it's painfully obvious when to implement case management software. They've experienced new instances of theft or fraud or seen increases in these incidents. Implementing an investigative solution sends a strong message that the company is taking loss prevention seriously, both to the public and to employees.

Be Proactive

The best time to implement investigative case management software is NOW. It is much easier to integrate a new investigation solution when processes are running smoothly rather than when you are dealing with an influx of theft and fraud incidents.

ROI

Case management software offers exceptional return on investment for loss prevention teams.

- Cost avoidance - less money spent on IT and in-house programmers for upkeep.
- Cost savings - scalable platform makes it less expensive to upsize or downsize.
- Increased productivity - investigators and loss prevention professionals can get more done in less time.
- User adoption - investigators like using tools that make their jobs easier.
- Lower risk - powerful reporting solutions help you recover more funds lost to fraud and theft.
- Reduced investigation time - action cases more quickly to catch fraudsters and thieves faster.
- Fewer incidents - access to case information helps you analyze areas of higher risk so you can take preventive action.



COST COMPARISON:

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

Cost of Home-Grown

Software for managing workplace investigations can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch, which is time-consuming and labor intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Information privacy compliance mechanisms must be researched and incorporated.
- You'll have to purchase and maintain secure information backup systems and hardware.
- IT staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue and fighting to keep your priority.
- Penetration testing and security must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for your organization. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your company's security and process requirements.
- A couple of weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system.
- Annual licensing fees, which include 24/7 support, so that your IT department doesn't need to be involved.

One-on-One Advice

Our team of experts has implemented Case IQ for loss prevention investigators across the globe.

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy sales people, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To get a demo, please visit <https://www.caseiq.com/request-a-demo/>.

TO BOOK YOUR ONE-ON-ONE, PLEASE GET IN TOUCH

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