

# NCR SmartAssist and NCR ScanItAll

NCR Retail Computer Vision Solutions

## Improve loss protection and increase productivity of your stores with two simple solutions.

Shrink is an ongoing problem for most retailers, and it comes from a variety of sources—supplier fraud, administrative loss, shoplifting, and even employee theft. However, with most loss prevention budgets either flat or declining (National Retail Security Survey, 2019) and access to labor becoming difficult and expensive, advanced technology solutions that address shrink are must have investments, and we are ready to provide flexible options for you.

**42.9% of stores stated that in-store sales was the area that had the greatest increase in fraud—this amounted to billions of dollars in shrinkage.**

### Shrinkage comes from both shoplifting and employee theft, which can add up quickly.

NCR SmartAssist and NCR ScanItAll are advanced, computer vision offerings that address shoplifting and employee theft to ultimately decrease shrink in your store. They also help you deliver the best checkout experience possible by helping to improve associate productivity at the point-of-sale and attendant productivity at self-checkout—a win-win.

National Retail Federation Security Survey, 2019



To speak with someone or for more information, visit us at [ncr.com](https://www.ncr.com).



**The average shrink rate (1.38%) extrapolated on an industry-wide basis, would be an estimated \$50.6 billion impact on the retail industry.**

National Retail Federation Security Survey, 2019

## **NCR SmartAssist for Self-Checkout**

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NCR SmartAssist helps decrease shrink and prevent fraud by using artificial intelligence (AI) and computer vision combined with real-time remote validation. It detects scan avoidance at the self-checkout and can minimize basket-based loss by detecting items that are left in the cart or items that are bagged outside of the bagging area. NCR SmartAssist alerts an attendant before the customer completes the transaction and exits the store, which allows any potential issue to be quickly resolved.

NCR SmartAssist decreases unnecessary interruptions to minimize customer frustration and improve the checkout experience. It also boosts attendant productivity by minimizing false alerts, such as a customer placing an umbrella on the bagging scale, enabling attendants to efficiently manage more self-checkout lanes. In addition, SmartAssist has label switching alerts and item stacking detectors to create an honest and effective checkout experience.

## **Benefits of using NCR SmartAssist and NCR ScanItAll**

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- Help detect fraud and minimize shrink
- Decrease checkout time by reducing interruptions
- Improve your customer's checkout experience
- Boost associate productivity
- Identify opportunities for training and behavior modification
- Uncover operational issues

## **NCR ScanItAll for Point-of Sale**

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NCR ScanItAll helps decrease shrink using the same AI-based technology as Smart Assist, but it's designed for the POS to monitor employee behavior, detect operational issues, and identify areas for performance improvement. It detects scan avoidance, or cashier "sweethearting," bar code cover-up, direct bagging, item stacking, refund/return fraud detection, and even scanning two items at a time.

ScanItAll can also help uncover operational issues such as items that are difficult to scan or cashier training and/or performance problems that need to be addressed. When your employees' performance is exceptional, your shrinkage continues to decrease while customer experience continues to increase.

## **Demand nothing less than real-time footage**

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ScanItAll's **Video on Demand** module helps decrease shrink by eliminating the need for an expensive DVR or having your associates review hours of video footage. Each transaction and the associated transaction log appear with video from that transaction. Video on Demand offers live stream capability, so viewing what's happening live at the checkout is simpler and easier than ever. Not only does Video on Demand allow you to look up transactions by transaction number or even time range, but it also lets you keep an eye on your other cameras—entries, exits, backroom, or wherever you have a camera.

## Enterprise Analytics

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Deep-dive into your data with Enterprise Analytics. Enterprise Analytics helps you decrease shrink by simply converting all your complex data from the point-of-sale (POS) or self-checkout lanes and turning it into easy-to-use actionable insights. It is an intuitive and powerful view into your data with customizable “plain English” queries, dynamic reporting, and millisecond-accurate POS-video synchronization.

### Shopper Behavior and Promotion Analysis

- Basket Analysis
- Product Pairing Analysis
- Promotion Tracking and Analysis

### Front End Operations

- Speed vs. Accuracy of Cashiers
- Difficult-to-Scan Item Identification
- Cashier Coaching Tool

### Exception Reporting

- Datamining for irregular POS activity
- Millisecond-synchronized video and POS data
- Intuitive “plain English” query building

## Enable every cashier to be top-tier

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ScanItAll's **Workflow Wizard** helps to decrease shrinkage by analyzing your cashiers' performance on a weekly basis and providing you with the tools to train your cashiers on specific trouble areas. From speed and efficiency to accuracy and loss, Workflow Wizard catches it all and presents the retailer with opportunities to train cashiers and improve performance all around. Retailers who leverage the Workflow Wizard not only report better overall cashier performance, but now have systems in place for cashier training, which deters fraudulent behavior at the register.

## Let's fight fraud together

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Are you ready to transform your store by reducing your shrinkage and increasing your customer experience with two simple solutions? NCR's SmartAssist and ScanItAll use cutting-edge computer vision and AI-based technology to create the most accurate and efficient assisted and self-checkout experiences. SmartAssist and ScanItAll are offered using a single software subscription, and we make it easy and affordable for you to start today.

## Why NCR?

NCR Corporation (NYSE: NCR) is a leading software and services-led enterprise provider in the financial, retail, hospitality, small business and telecom and technology industries. We run key aspects of our clients' business so they can focus on what they do best.

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