



# Enterprise Risk Management Software

*Protecting your business  
by reducing risk*

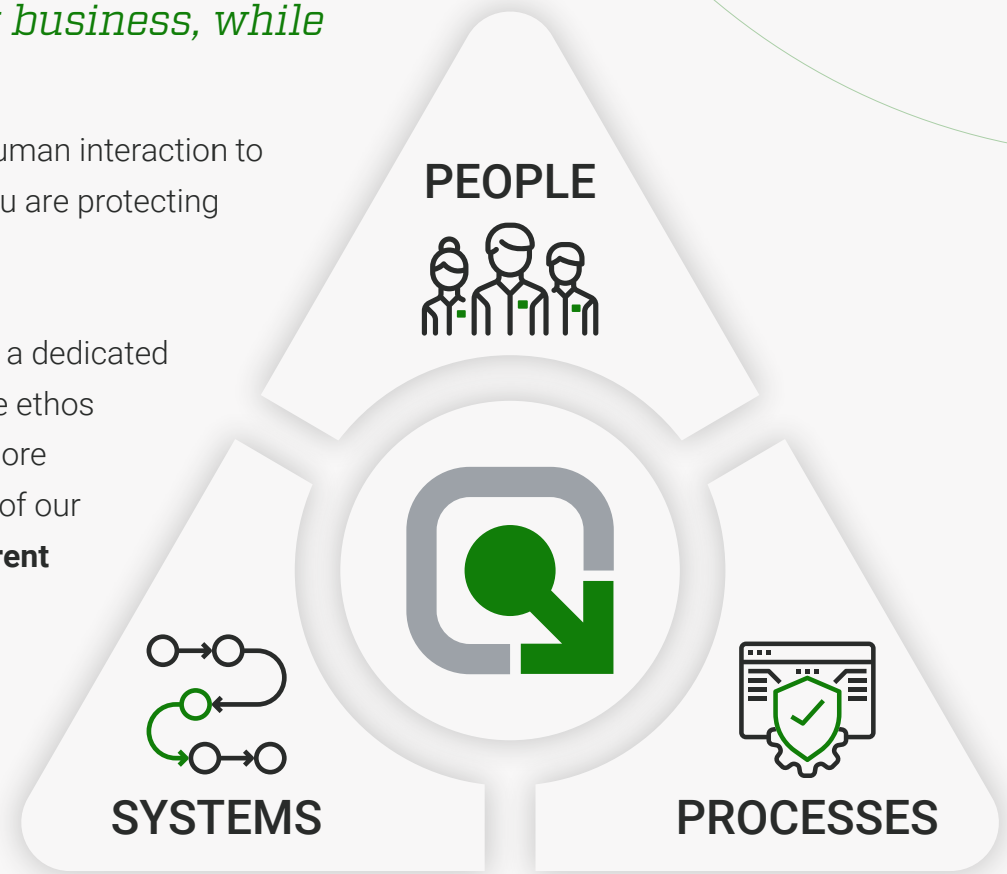
# TARGET Your Loss Prevention

*TARGET is a fully customisable software platform offering a comprehensive way of protecting your business, while managing an efficient workforce.*

It brings together a range of security technologies, data and human interaction to allow you and your management team visibility of how well you are protecting your estate.

It's not just about leading-edge technology though. **TARGET** is a dedicated service providing long-term support and backup, with a service ethos forged through partnerships with leading global retailers for more than 25 years. The installation of the software is just the start of our business relationship – **we are there to help you manage current and emerging risks for the long term.**

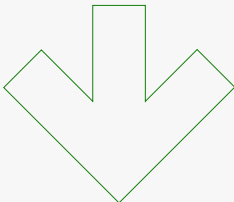
By integrating **TARGET** with your existing security and store systems, you are provided with a unified platform connecting your people, processes and systems to help you identify, manage and reduce risk.



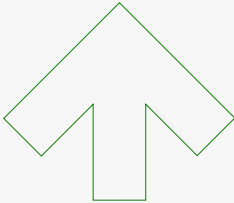
# Benefits of Using TARGET

**TARGET** is a platform which gives you measurable ROI in key areas such as fraud and non-compliance.

**TARGET** is also a full-scale management system, which can integrate with many of your existing security systems to provide your security and investigation staff unrivalled situational awareness in real-time and retrospectively.



“It’s easy to miss something you’re not looking for.”



## → Bespoke

Configured for your business needs and structure.

## → Cost-Effective

Efficient loss prevention management to maximise your ROI.

## → Efficient

Automated and proactive process enables deployment of human resources where they are most needed.

## → Future-Proof

Continuously developed to support new and evolving risks.

## → Flexible Architecture

Can operate at single and multi-site levels, with options to deploy internationally.

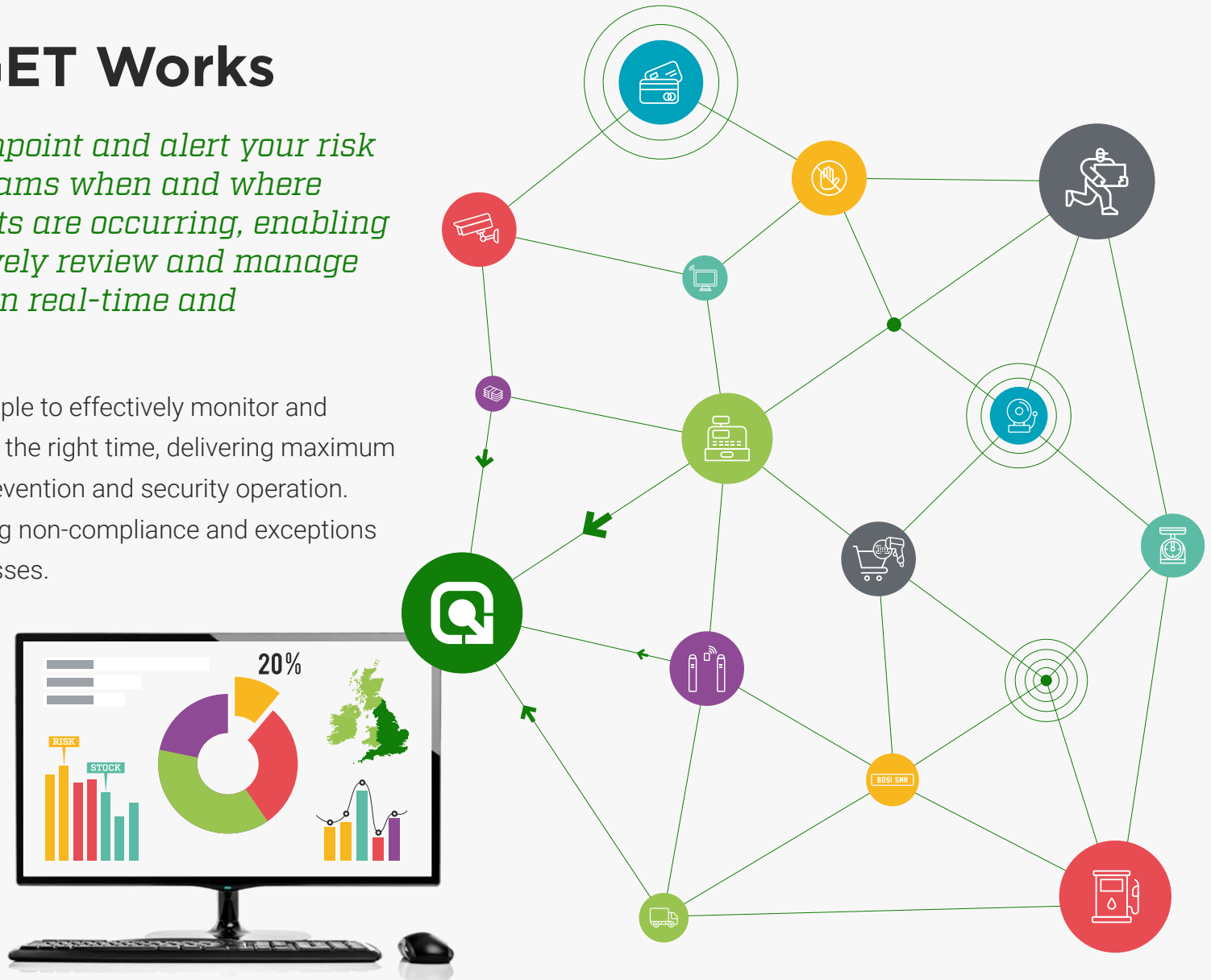
## → ROI

Every service we provide is measurable and can be reported on.

# How TARGET Works

*TARGET will pinpoint and alert your risk management teams when and where suspicious events are occurring, enabling them to proactively review and manage incidents, both in real-time and retrospectively.*

TARGET enables your people to effectively monitor and prioritise the right tasks at the right time, delivering maximum efficiency for your loss prevention and security operation. This is done by highlighting non-compliance and exceptions to regular business processes.



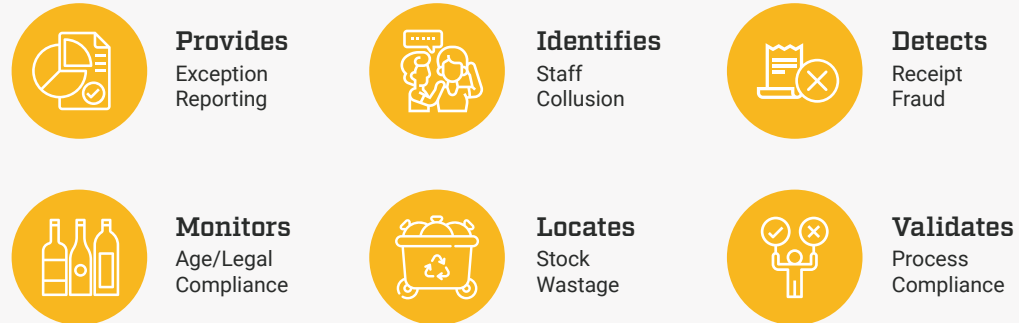
# 01 Integration

TARGET integrates with your existing systems.



# 02 Detection

TARGET automatically detects and alerts you to risks within your business.



# 03 Action

TARGET provides valuable data and intelligence on which to take appropriate action.



## Customer Partnerships

***TARGET** has been built by working in partnership with leading retailers in the UK and internationally for over 25 years.*

During that time, we have developed and enhanced the **TARGET** platform, updating it when required to encompass retail developments such as **self-scan**, **scan-as-you-shop** and **mobile payment apps**, to mention just a few of our services. We have also ensured the technology is updated to reflect the latest advances in **EPoS**, such as **loyalty schemes**, **staffing** and **inventory management** and **marketing capabilities**.

Throughout these changes, we have worked with our customers to build the risk management tools that respond to identified risks, allowing our software development team to gain unique knowledge of your environment and its security challenges. We will design, build and cost our services to your own requirements, and we will be transparent about how we deliver ROI to your operation.

**TARGET** Active Security Software is the only product of its type built with blue-chip customer collaboration. **TARGET** not only provides a full risk management package, but we will work with you to help improve how you manage your risks – whether associated with people, processes or systems – providing effective and efficient controls to protect property, people and profits.



**133 million**

Square feet of retail space protected



**255,000**

CCTV cameras monitored



**2009**

Protecting one of the UK's largest global retailers since 2009



**12.2 million**

Daily transactions analysed



**74,000**

PoS devices monitored

## Total Support

*TARGET is created and supported by some of the brightest minds in software development.*

We are not just another software supplier. Excellent service is at the heart of what we do, and is equally as important as the leading software we provide. Our service to you includes a **responsive helpdesk**, **fault-logging portal**, **fully validated e-learning suite**, **user forum** to share tips, and our commitment to train your staff until you are satisfied your teams are able to use **TARGET** intuitively and to its full potential.

Our centrally managed software offers scheduled automated deployments and updates, delivered remotely.



Our support service includes a helpdesk to ensure your business is fully supported.

# Retail

*What we call 'exceptional event' handling is part of our retail sector services.*

A base level of services is included as part of any platform subscription, with the option to add additional services. See our **Services Catalogue** which provides an insight into the capabilities of **TARGET** in this sector.

The integration of **TARGET** with PoS data means you can run bespoke queries to identify multi-transactional risks. Using this data and synchronising it with in-store video and individual receipt items, events are triggered when an activity such as a void item occurs.

These are just some of the other circumstances when the system will also trigger exception alerts:

- |                           |                                 |
|---------------------------|---------------------------------|
| ⚠ No sale/Void sale       | ⚠ Self-scan substitution        |
| ⚠ Till not showing feed   | ⚠ Item left at self-scan till   |
| ⚠ High value scan         | ⚠ Staff discount investigation  |
| ⚠ Refund compliance       | ⚠ Reduction compliance          |
| ⚠ Unconfigured till check | ⚠ Lottery ticket non-compliance |





## Protecting Risk Areas in your Retail Operation:



# Complete Risk Management

Although **TARGET** provides you with a comprehensive solution to managing loss prevention at the point of sale, its benefits extend far beyond that.

Integrating with your existing CCTV and other risk management systems, and using its powerful video management functionality, it provides managers with a security overview of your premises.

Video analytics can be used to alert managers if fire doors are left open or someone has entered a restricted area. It is also used for health and safety compliance monitoring, risk reduction and people counting, as well as to support staff training. It can even be used to integrate different functions, such as supply chain, finance, marketing and HR.



# Management Overview with TARGET INSIGHT

To enhance your management of the **TARGET** platform we also offer **TARGET INSIGHT**, a web-based application which aggregates the data from all **TARGET** sites to provide management level dashboards and in-depth reports. It rapidly reports on trends across multiple sites, providing insight into staff actions and reactions.



- ➔ **OBSERVE**  
Corporate level dashboards
- ➔ **ORIENTATE**  
In-depth reports
- ➔ **ACT**  
Incident response

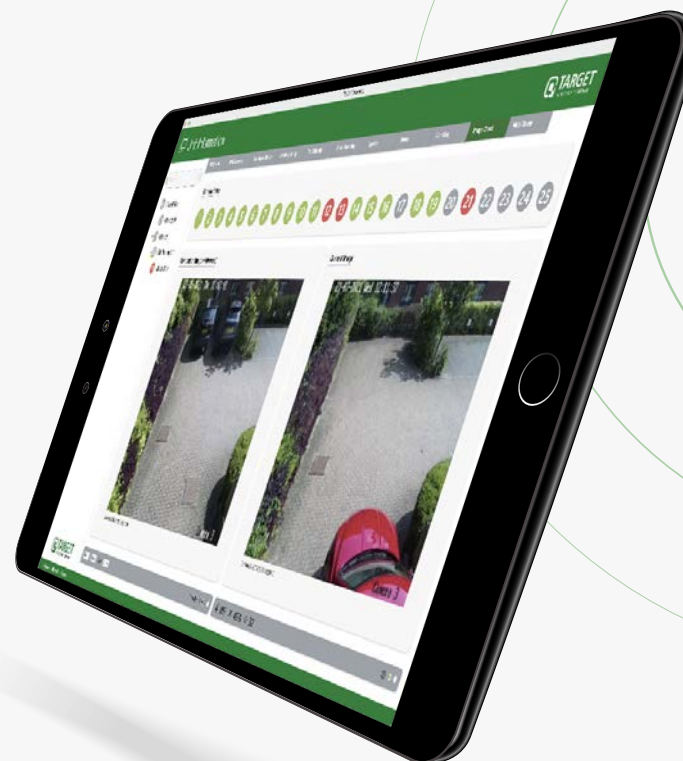


Multilingual versions of TARGET are available.

## Custom-Built Services

*As a flexible and customer-focused company, we are always happy to discuss developing bespoke products and services for you, either based on our core offering or created from scratch.*

One example of our ability to deliver state-of-the-art technology which saves you time and money is with **TARGET DISCOVERY**, a comprehensive solution for the proactive maintenance of your network connected devices. **TARGET DISCOVERY** continually monitors the health of your systems, quickly identifying any faults enabling remedial action to be taken quickly and often remotely, saving expensive site visits.

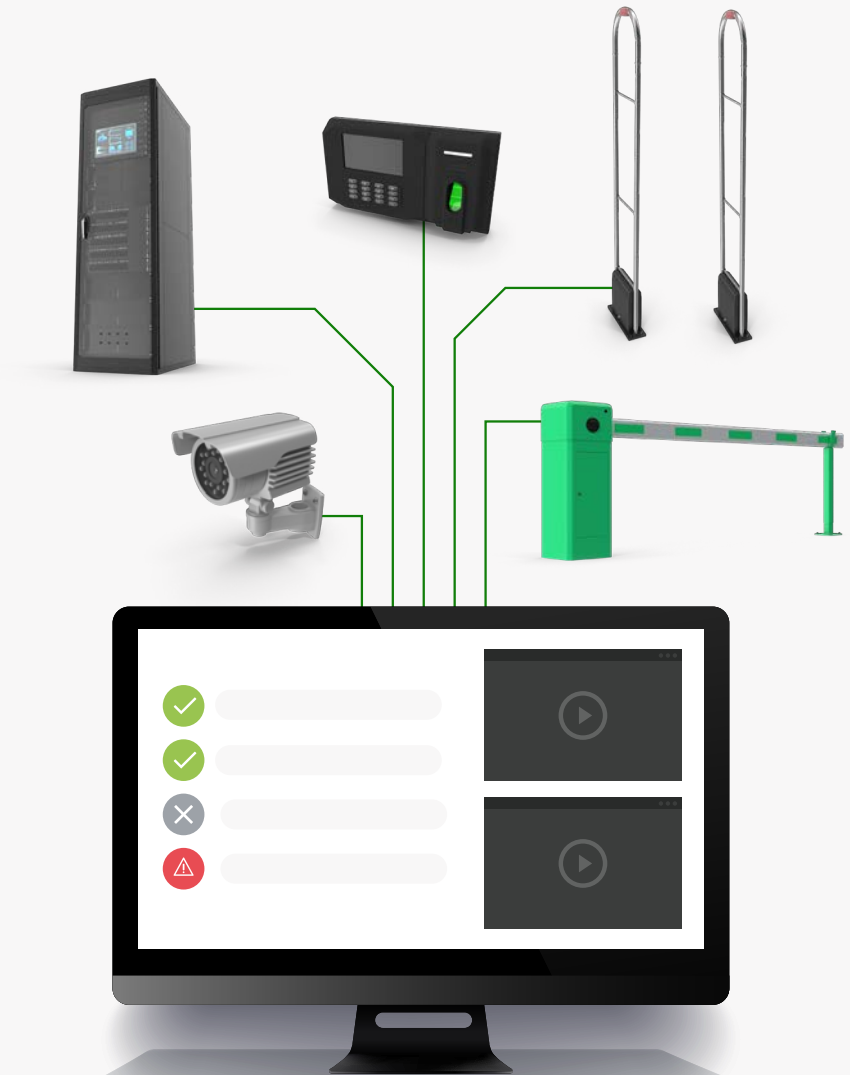


**TARGET DISCOVERY** works by polling your system every hour to establish any of the following problems:

- ➔ Connection issues
- ➔ Camera failures
- ➔ Integrity of images
- ➔ Hard disk failures
- ➔ Recording faults
- ➔ Time and date inaccuracy

**TARGET DISCOVERY** is a fully scalable solution and can monitor security systems made up of a mix of brands and suppliers situated across multiple sites. It displays an intuitive dashboard to enable rapid diagnosis of problems. The system can be monitored by your own maintenance department, your maintenance supplier, or your monitoring centre.

Whatever your solutions needs, you can rely on us each and every time.

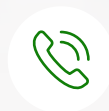




For more information, to arrange a confidential discussion about how **TARGET** could protect your business or to discuss a trial of our software, please contact us.



[info@ccsg.co.uk](mailto:info@ccsg.co.uk)



+44 (0) 20 7841 3888



[www.ccsg.co.uk](http://www.ccsg.co.uk)



**TARGET** Software, is owned by **Customised Computer Software Group (CCSG)**.



**GDPR-compliant**

**TARGET** software is a GDPR-compliant system.



*Protecting your business  
by reducing risk*

**TARGET Active Security Software**

12 Webster Court, Carina Park,  
Westbrook, Warrington, Cheshire  
WA5 8WD

**Phone** +44 (0) 20 7841 3888

**Email** [info@ccsg.co.uk](mailto:info@ccsg.co.uk)



[WWW.CCSG.CO.UK](http://WWW.CCSG.CO.UK)