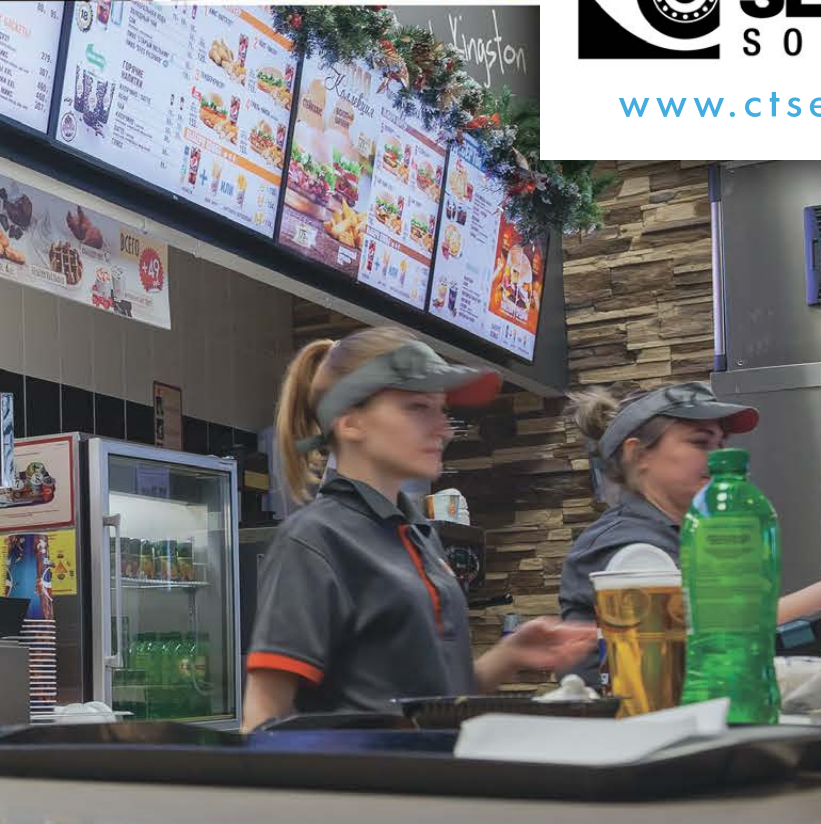




**CONNECTICUT  
SECURITY**  
SOLUTIONS

[www.ctsecsol.com](http://www.ctsecsol.com)



## YOUR LOSS PREVENTION & SURVEILLANCE PARTNER

Protect your business. Strengthen your business. Grow your business.



# FLEXIBLE, AFFORDABLE, EFFECTIVE LOSS PREVENTION SERVICES

Loss prevention services are essential for any business. These systems and services provide a critical layer of security for your customers, your employees and your property. Equally important, they also improve your bottom line by reducing theft and employee error, verifying transactional integrity, stopping misconduct, improving employee productivity and customer service, and lowering labor costs. Properly planned, installed and operated, loss prevention systems and technology create a foundation for best practices that enable your business' success and growth.

With decades of experience serving businesses of all sizes and in all industries, Connecticut Security Solutions understands the loss prevention challenges you face – and the best ways to meet them.

## SOLUTIONS THAT MATCH YOUR NEEDS

We can recommend systems and services, including hardware and software, that best address your specific requirements, and comply with all applicable industry standards and regulations for privacy and data security. Our solutions integrate fully with all industry standard point-of-sale (POS), networking and other platforms.

## SOLUTIONS THAT ARE AFFORDABLE

Tailoring hardware, software and services to your requirements and budget makes top-flight professional loss prevention services cost-effective. You choose only the services you want and need. Your return on investment multiplies through increased productivity, reduced insurance costs and numerous other benefits.

## SOLUTIONS THAT ARE EFFECTIVE

CSS enables clients of all sizes to eliminate losses and improve the safety and financial performance of their businesses or institutions. With our help, you can enforce proper employee behavior, ensure cash register honesty, protect against customer scams or illegal activity, stop theft, and identify training needs along with best practices that enhance the customer experience.

## SOLUTIONS THAT FREE YOU TO FOCUS ON YOUR STRENGTHS

With CSS monitoring and safeguarding your business 24 hours a day, 365 days a year, you can spend your time and resources more effectively, productively and profitably.

## EXPERIENCE THAT PAYS OFF FOR YOU

Our experienced professionals take the loss prevention burden off your shoulders. You see the benefits immediately as CSS works to:

- Reduce or eliminate shoplifting or theft.
- Provide greater accountability and support disciplinary action or criminal prosecution.
- Increase register accuracy and enforce couponing and other promotional policies.
- Pinpoint training needs.
- Identify and eliminate unsafe practices and behaviors.
- Improve the customer experience through better service.



**CSS acts as your loss prevention partner. Together, we determine your unique requirements and create a system to address your loss prevention goals. Armed with the right combination of equipment, software and people, we monitor your business around the clock.**

Are your employees following proper procedures and policies? We monitor your business to ensure that they do their jobs the right way. We can tell you if they are properly attired and groomed, observe smoking, cell phone and break policies, follow proper sanitation and food handling procedures, and maintain the premises. We can verify that they secure offices where you keep cash and sensitive documents. Most important, we can watch how employees interact with customers and listen in on microphone-equipped cameras placed in key areas.



Each day's transactions are entered into a log in the loss prevention system and screened for triggers that you select – for example, 10 or more register voids in a 30-minute period, or \$100 bills tendered. In addition to real-time alerts, the results are compiled into a daily POS report and emailed to you. This valuable tool organizes and displays information around each occurrence with links to corresponding video footage. Reviewing POS reports helps ensure transaction integrity and verify how each employee acts at the register.

Every day, you receive a report listing exceptional events such as employees who logged into your loss prevention system, unusual activity in low-traffic areas, or back door triggers. These and other events such as alerts from temperature sensors in your coolers or freezers can be relayed automatically by text or email, and are linked to video footage so you can decide how to respond. You choose the incident triggers, and you can turn them on or off to accommodate normal activity such as lunch rushes.

High-definition cameras capture shoplifting or dine-and-dash incidents. We provide sharp, clear images, along with license plate numbers from parking lot cameras that can support prosecution efforts. We also spot and record employee, supplier or subcontractor theft. We use your discount and couponing policies to set your video recorder thresholds, monitor voids and customer discounts to spot violations, and flag and report them.

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# - 24/7/365



## **IntelliVIEW drives your loss prevention effort**

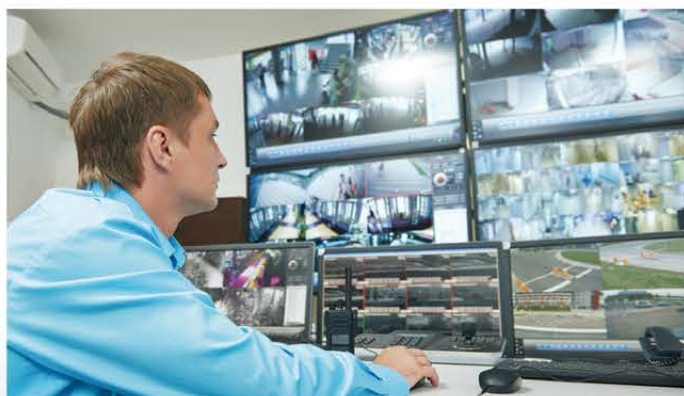
Gathering visual records and POS data are important first steps. But the way you use that information determines the effectiveness of your loss prevention program.

Along with real-time alerts of suspicious activity that enable you to take immediate action, we organize and present information so you can monitor and manage your business in ways that maximize your loss prevention investment.

## **INTELLIVIEW BRINGS LOSS PREVENTION INTO FOCUS**

Your IntelliVIEW monthly report uses POS data linked to file footage to identify issues and incidents based on criteria you select, and assess the performance of your business based on these and other factors such as service times, cleanliness and speed. As a member of the National Restaurant Association and the National Restaurant Loss Prevention Association, we can access a wide range of data to compare your operations to other local and national businesses of your size and type.

IntelliVIEW provides an additional, critical layer of trustworthy oversight for your business, relieving you of the burden and expense of direct, 24-hour supervision. Your IntelliVIEW report acts as a detailed, monthly checkup, complete with visual and other supporting evidence. We help you pinpoint issues occurring at specific locations and at specific times, so you can zero in on solutions and take decisive corrective action.



## **ARCHIVING AND STORAGE GIVE YOU A TIMELY, COMPLETE RECORD**

A variety of storage options protect critical video and audio records and maximize the value of your loss prevention system.

### **INCIDENT ARCHIVING**

If a theft, accident or other incident occurs, we archive all video and audio footage and store it offsite, so it is available to you or an authorized representative. The footage is time-stamped and watermarked to make it tamper-proof and legally admissible. You can archive any incident that could impact your business. You also can select footage and request archiving – for example, video records of well-handled incidents are useful for new employee orientation or training sessions.

### **OFFSITE FILE BACKUP**

All video footage and audio recorded by your cameras are automatically transmitted to and stored on our secure, offsite servers for your choice of 30, 60 or 90 days, giving you an additional layer of security in case your video recorder is damaged or stolen.



# ROUND-THE-CLOCK ACCESS AND SUPPORT

Selecting your loss prevention solution is only the beginning of your relationship with CSS.

## ACCESS YOUR SYSTEM THROUGH THE SECURE CLIENT PORTAL

Your unique, branded client portal is your gateway to instant, comprehensive information about your CSS loss prevention system:

- Check the health of deployed systems at each of your locations.
- View POS, exception and IntelliVIEW monthly reports.
- Log into any store's system from a single location.
- Search and view archived video footage.
- Report issues or concerns and check the status of service tickets.
- Request investigations and changes to system triggers or parameters.

## VIEW YOUR STORES ANYTIME, ANYWHERE, FROM ANY DEVICE

Our multi-platform system provides unparalleled flexibility for you. View any of your locations from your smartphone, tablet, laptop or desktop device.

## VITAL SIGN MONITORING KEEPS YOUR SYSTEMS RUNNING

We continually monitor deployed systems to identify software errors along with potential hard drive, camera or integrated device failures, and schedule service calls immediately if a problem occurs. Our commitment to you includes our pledge to service and maintain all equipment that we provide. At minimum, you receive an annual service visit to clean cameras and peripherals.

## A TIP LINE HELPS YOUR EMPLOYEES BE PART OF THE SOLUTION

Most employees want to do the right thing and help your business succeed. To help them help you, we provide a tip line employees can use to report issues anonymously. When we receive a tip, we investigate and report our findings so you can take appropriate action.

## A SINGLE POINT OF CONTACT AND U.S.-BASED SUPPORT

Your relationship with CSS is truly a partnership. From the first contact, through equipment selection and installation, to monitoring of your business and reporting, we pair you with a loss prevention consultant who serves as a dedicated point of contact for all of your needs. You know your CSS contact, and your contact knows you and your business. Have an equipment issue? Call us and we address it immediately. Questions about one of your daily or monthly reports? Your CSS contact is an email or phone call away.

We also keep our technical support services in-house and U.S.-based, so we are available and ready to serve you whenever you need us.





## **CONTACT US FOR A CONFIDENTIAL, FREE LOSS PREVENTION REVIEW**

We welcome the opportunity to review your business and demonstrate how our cost-efficient, expert loss prevention services can help improve your operations.

Contact us today by phone or email, or visit us online to discuss your loss prevention concerns and needs.



CALL TOLL FREE: 1-888-837-3913  
LOCAL: 203-208-1734 | FAX: 203-433-4349

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