



Overview

Sales in brick-and-mortar stores came to a standstill as the regular hustle bustle witnessed in the stores vanished due to stay-at-home orders imposed by national governments as a result of COVID-19. However, the losses were further intensified with suspicious activities in store transactions, loyalty programs, and inventory mis-alignment, leading to significant financial losses. The threat of employee fraud via cashier theft, employee discount abuse, sweet hearting, and so on, has always been a concern. However, due to the pandemic, businesses are more focused on increasing overall sales across channels and ensuring fulfillment of orders by infusing non-essential workforce to the supply chain as well as accelerated hiring of any available workforce who were displaced from their jobs due to the pandemic, leading to weaker internal controls and opportunities for fraud at the shop floor.

Our offerings

Infosys BPM offers a comprehensive solution that works on multiple data sources within the business, starting from PoS transactions, inventory, promotions, returns, and much more as well as implements advanced analytical techniques like pattern identification, anomaly detection, supervised and unsupervised machine-learning algorithms to detect potentially fraudulent activities.



Predictive Analytics

Machine-learning models customised to suite business and industry requirements while capturing complex patterns that are not visible to an untrained eye



Rules/Risk Repository

Enhance and develop rules in decision engine/risk book to stop any future incidents and create a fool-proof solution



Case/Workflow Management

Be on top of all open, suspicious cases as well as create and manage watchlists or block any suspicious individuals



Video Analytics

Pull any transaction video with the click of a button or flag any suspicious activities in real time, all within existing CCTVs in the store



Reporting and Analytics

Visualise all fraud prevention endeavours to understand potential areas of concerns and strategise to plug the leakage

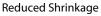
Benefits and features

We plug hidden leakages in your revenue stream, leading to better profitability and improved customer experience .















Infosys Navigate your next

Improved Profitability

Process Efficiency





For more information, contact infosysbpm@infosys.com

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