

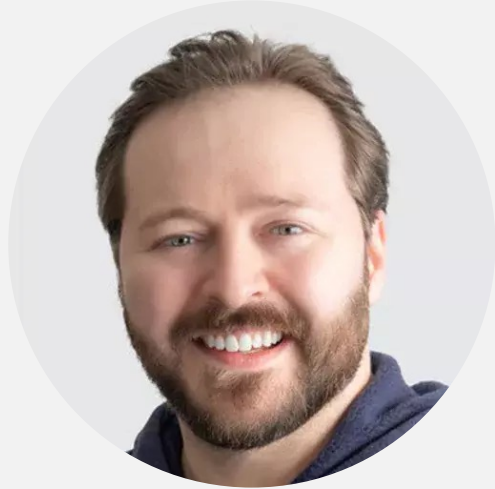
From Incidents to Insights

Best practices for driving better visibility,
clearer insights, and greater impact



 **RESOLVER**

Today's Speakers:



Artem Sherman

Artem headed up Technology, Analytics & centralized Investigations in Loss Prevention at TJX Canada, and is currently a Product Manager for Corporate Security applications at Resolver.



Jamie Burr

Jamie has been guiding and implementing Enterprise SaaS products for over 20 years, using proven product management principles. Jamie has been with Resolver for the last 7 years, currently as Senior Product Manager for Corporate Security applications.

“

Managing the impact of incidents was not what it should be – we were using Word docs, excel sheets, back and forth emails, and needed to chase people –we didn't like that at all-

Instead of doing value-driven business analysis, we were an administrative function

”

The Security-Business Disconnect

Corporate Security Teams

The Business



The true impact of risk is unknown

No way to see the \$ value of risk due to huge amounts of data, spread across different risk systems, and no way to continuously collect and analyze it all



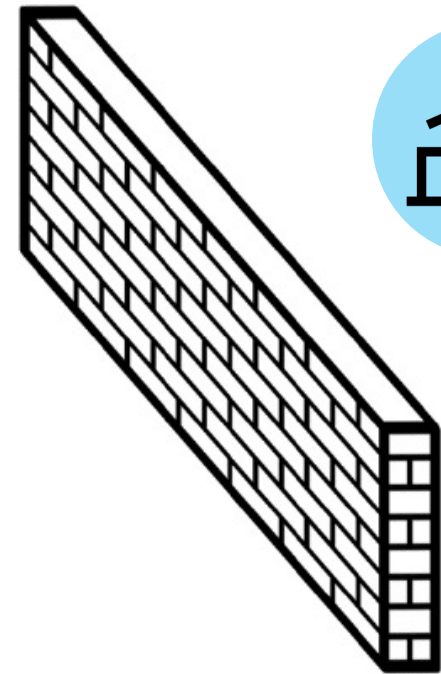
No way to prioritize & prepare

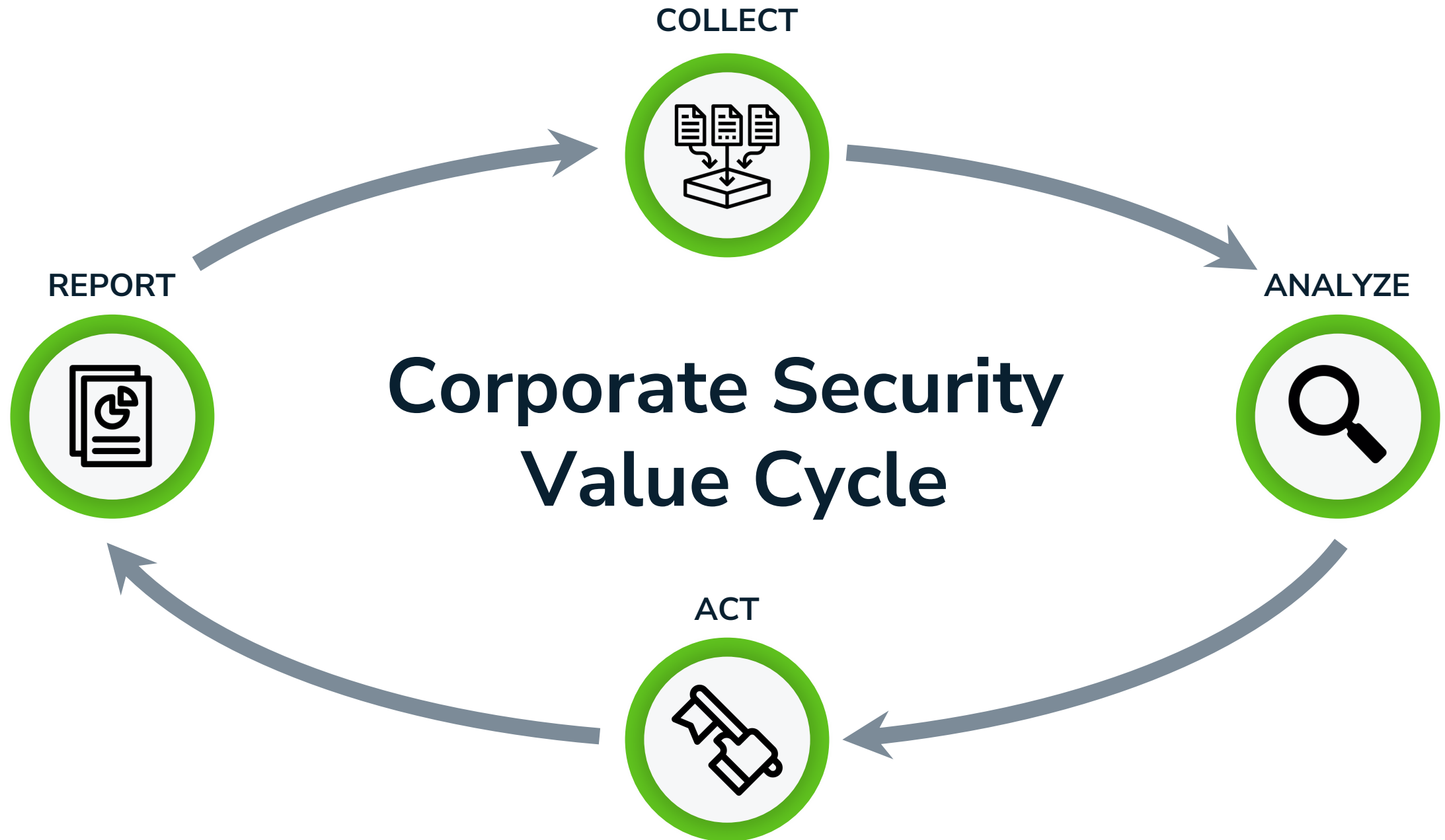
Dealing with thousands of incidents and issues as they arise, never being able to plan & influence business strategy

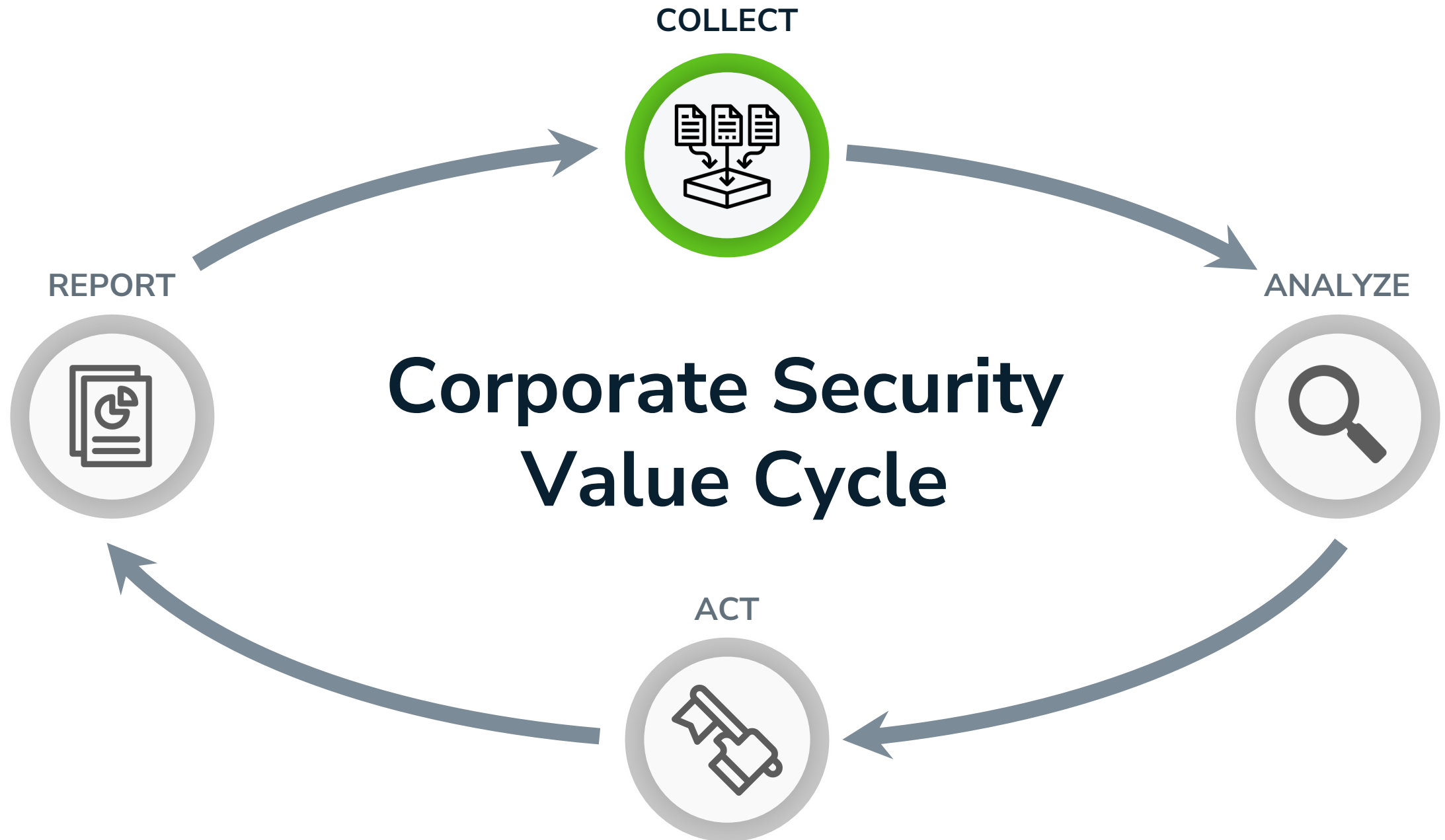


Security is a cost-center rather than a business driver

Risk managers are invisible constantly needing to explain their value, and not having a “seat at the table”







Best Practices for Better Visibility

Empower the Organization



Security officers can't be everywhere and can't see everything.

Half of all fraud cases are detected via employee tips

Make Reporting Easy



Familiar: Already used by the business.

Accessible: Not all incidents happen within arm's reach of a computer.

Guided: Most people will be reporting for the first time.

Anonymous: Organizations with anonymous reporting channels lose 50% less money to fraud.

Eliminate Manual Data Transfer



Integrations allow security teams to spend their time on incident response and proactive risk reduction, rather than on data entry.

jetBlue

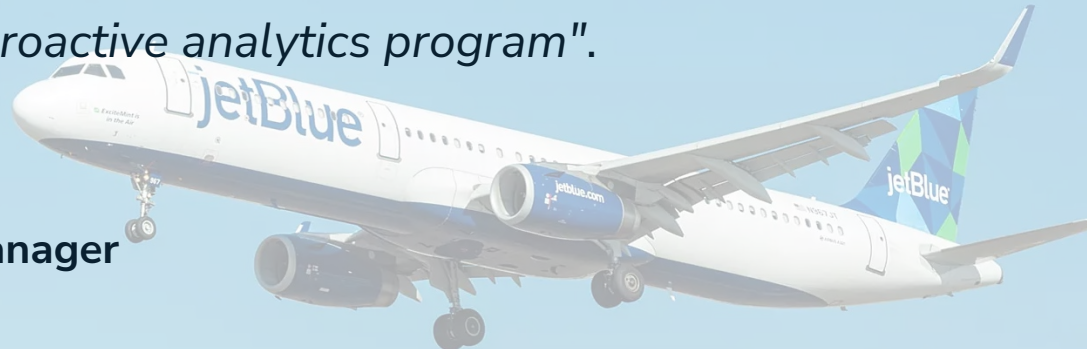
Company Objective: JetBlue wants happy customers. For that to happen, they need the ~115K customers they fly each day to arrive safely, on-time, and with their luggage.

Security Team Objective: Reduce all incidents of pilferage including luggage theft.

The Challenge: When starting at JetBlue, Michael found *"We were receiving 12K incident reports annually from a variety of sources; in-flight crew reports, emails, phone calls. We didn't have a solid foundation for data intake and retention in order to build a proactive analytics program"*.



Michael Ryan,
Investigations Manager



QUICK STAT



42M customers
served per year



12K incidents
logged annually



30% reduction
in pilferage
since adopting
Resolver

CASE STUDY

jetBlue

The Solution: A unified platform for data capture, analysis and workflow management that can be customized to align to the specific needs of JetBlue.

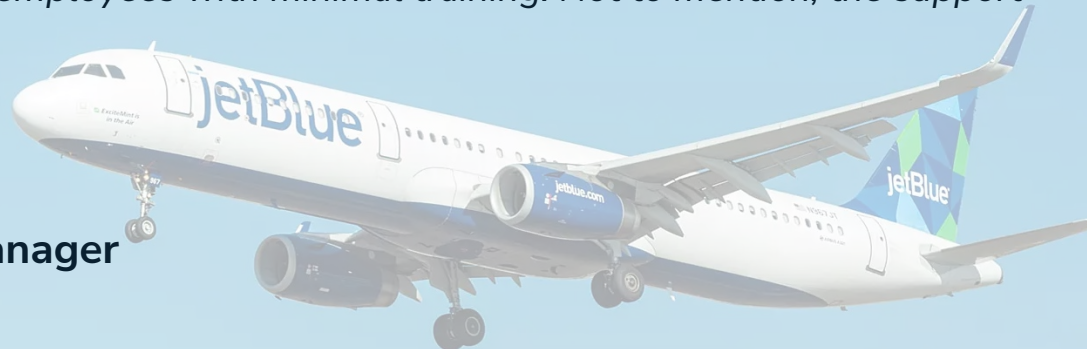
*“JetBlue’s security program has now become **proactive** rather than **reactive**, as the data compiled in Resolver is used to develop baselines, produce quarterly reports, and effectively deploy resources to counter emerging trends first seen in the data.”*

*“By using Resolver, we’ve been able to reduce incidents of **pilferage** by as much as **30% within the past decade**, with a roughly 10% reduction coming over the past three years alone.”*

“Resolver is super customizable and user-friendly. Since we’ve been able to tailor it to our exact needs, it’s very easy to onboard new employees with minimal training. Not to mention, the support team is always amazing.”



Michael Ryan,
Investigations Manager



QUICK STAT



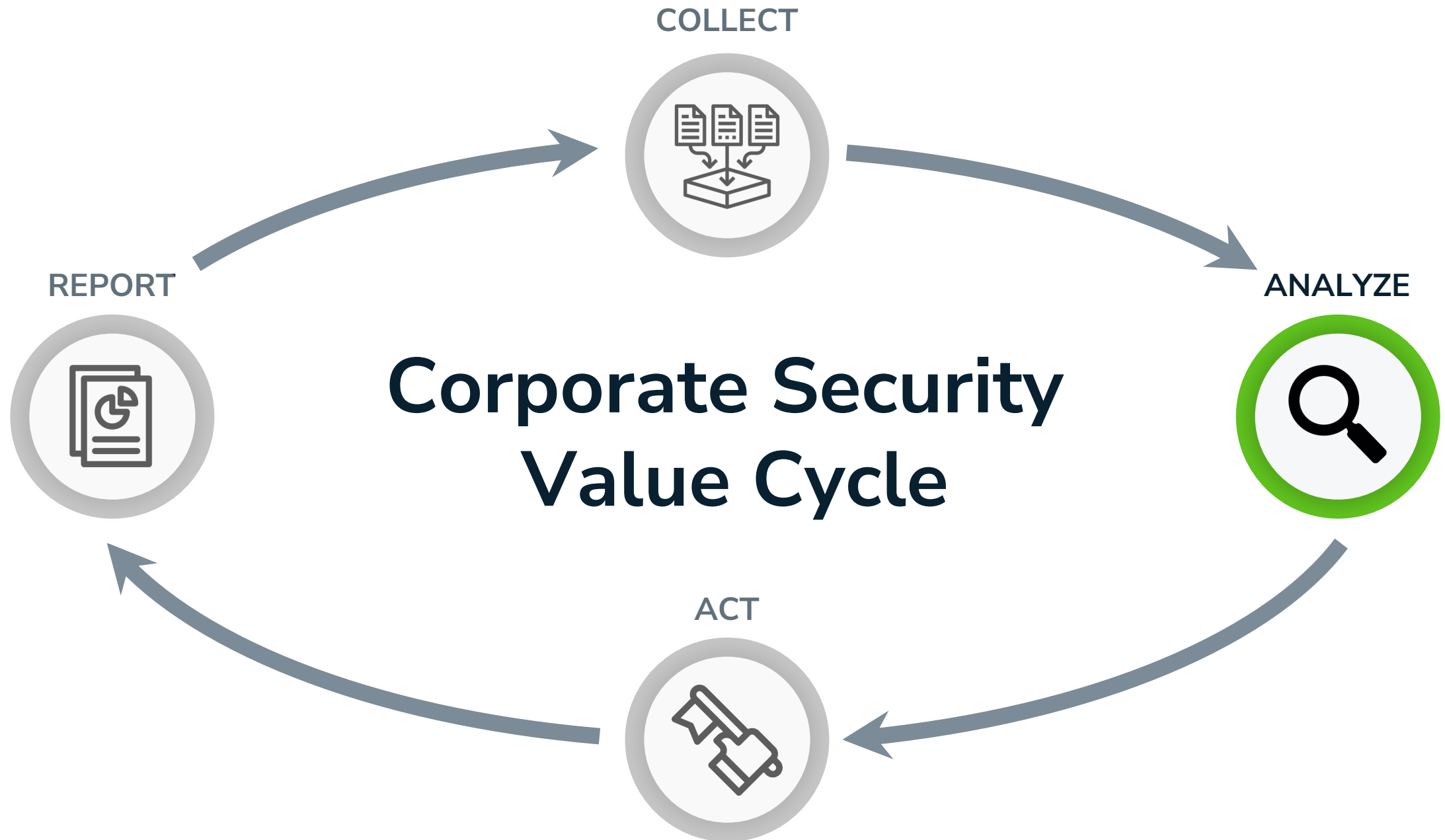
42M customers
served per year



12K incidents
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30% reduction
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Best Practices for Creating Insights from Incidents

Centralize Your Data

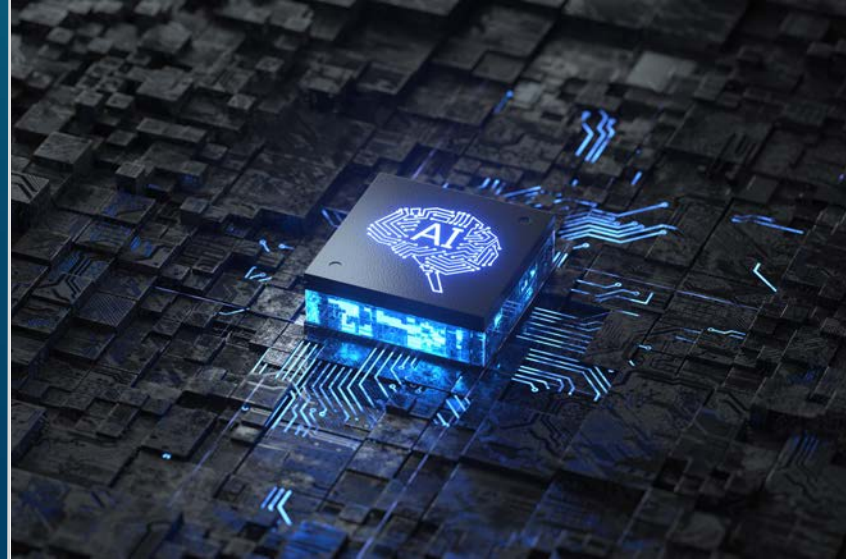


Siloed data makes analysis difficult and time consuming.

“when you have separate systems you can’t measure what your risk actually is & it’s evidence of economic impact - you need to cobble data together but people don’t have time for that”

-Resolver customer

Employ AI for Discovery



AI accelerates and improves the accuracy of dating tagging while freeing up resources.

Incorporate Outcomes



Connecting incidents to outcomes is critical for justifying investments and proving the value of security teams.

CASE STUDY



Company Objective: TJX Canada creates exciting “treasure hunt” experiences with unique merchandise at incredible prices, delighting savvy shoppers.

Security Team Objective: Reduce merchandise losses, through comprehensive programs.

The Challenge: We were operating in a reactive and iterative manner, without good ways to accurately measure the effectiveness and performance of program and initiatives at high resolution. We would get results once per year and adjust and wait to see the effects next year. It was hard to get a sense on the impact any one investment had on our results.

QUICK STAT



500+ Stores
Across Canada



60K incidents
logged annually



50% reduction
program spend
since adopting
Resolver

CASE STUDY



The Solution: Implementing a unified platform that allowed us to collect structured data across all of our stores in frequent intervals, allowed us to measure and react to trends more quickly and have a pulse on our business

“Our security program became very data-rich, with incredible adoption from our store management teams submitting incident reports and weekly metrics, which allowed us to have a near-real-time view of our 500+ stores with high fidelity. This allowed us to adjust our resource deployment dynamically, assess what initiatives worked best and where, and measure the effectiveness of our investments precisely.”

“By using Resolver, we’ve been able to reduce our cash spend on programs by ~50% while improving engagement and return-on-investment.”

“Resolver is very flexible and fosters end-user adoption, which enables our team to collect the data they need to gain actionable insights.”

QUICK STAT



500+ Stores
Across Canada



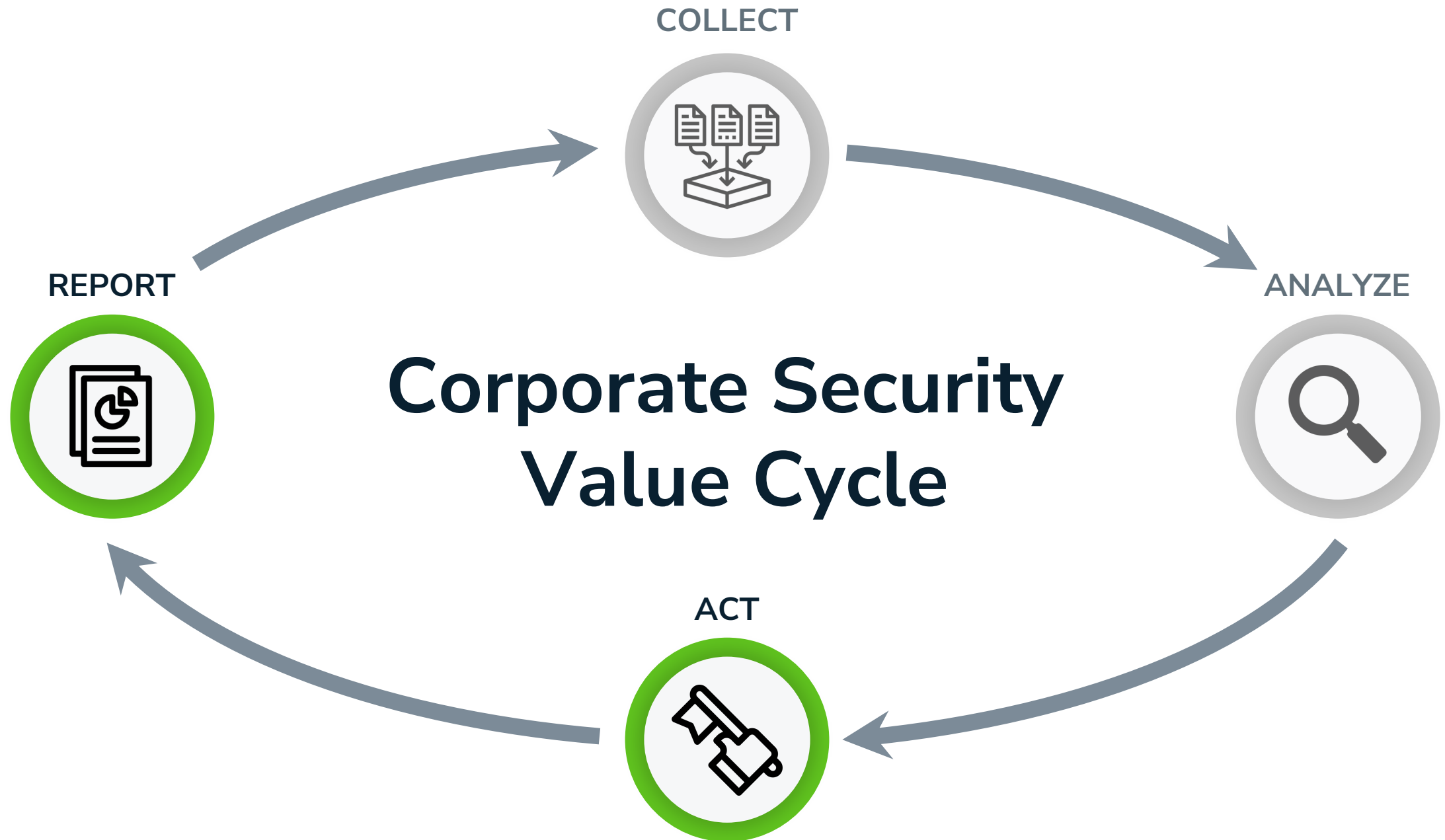
60K incidents
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50% reduction
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Insights – Examples from the Security Sphere

- Types of incidents officers are likely to face and necessary training, equipment or coverage
- Visualized risk maps that help to identify how incidents might be impacting the business
- Countermeasure cost/benefits
- Policy gaps by location for handling social engineering attempts
- Loss and patterns from supply chain disruptions, counterfeiting or intellectual property thefts
- Efficiency opportunities in workforce placement and security spend
- Time delay between threat awareness and implementation of controls
- Employee travel and executive protection gaps



Turning Insights Into Budget & Influence

Anchor To The Objectives Of Your Business



The objectives of corporate security teams should be directly tied to the goals, strategy, and risks of the organization.

Define Your KPIs



Transform your objectives into KPIs that can be tracked and quantified.

Automate Reporting

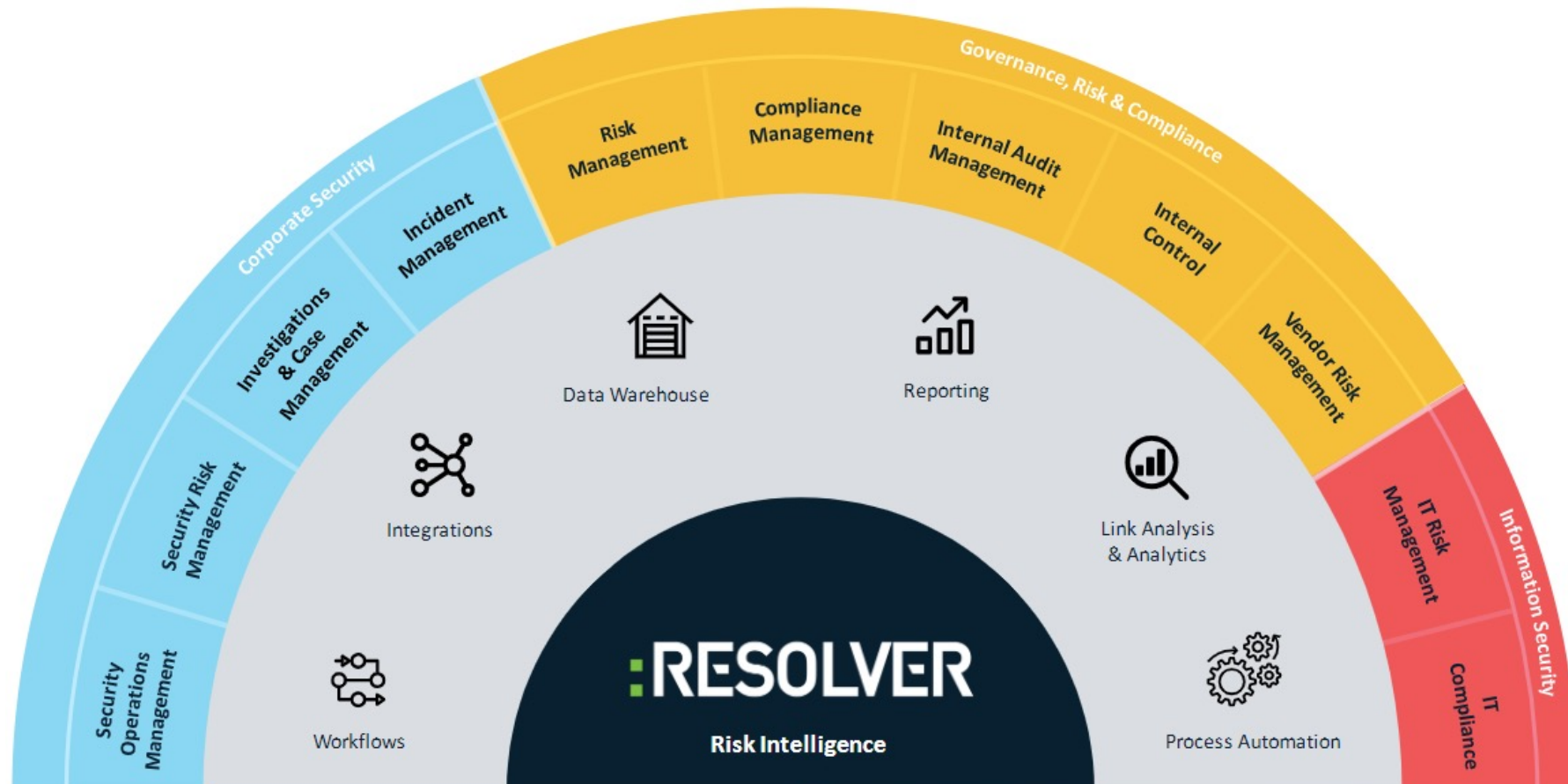


Connecting incidents to outcomes is critical for justifying investments and proving the value of security teams.

How Resolver Makes It Easy

A Complete Risk Intelligence Platform

From capturing incidents and gathering evidence to impact reporting and strategic planning, our solution provides security teams with everything they need to protect their organization and prove their value.



Resolver No-Code Platform



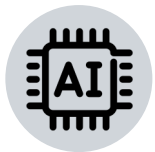
No-Code business process engine



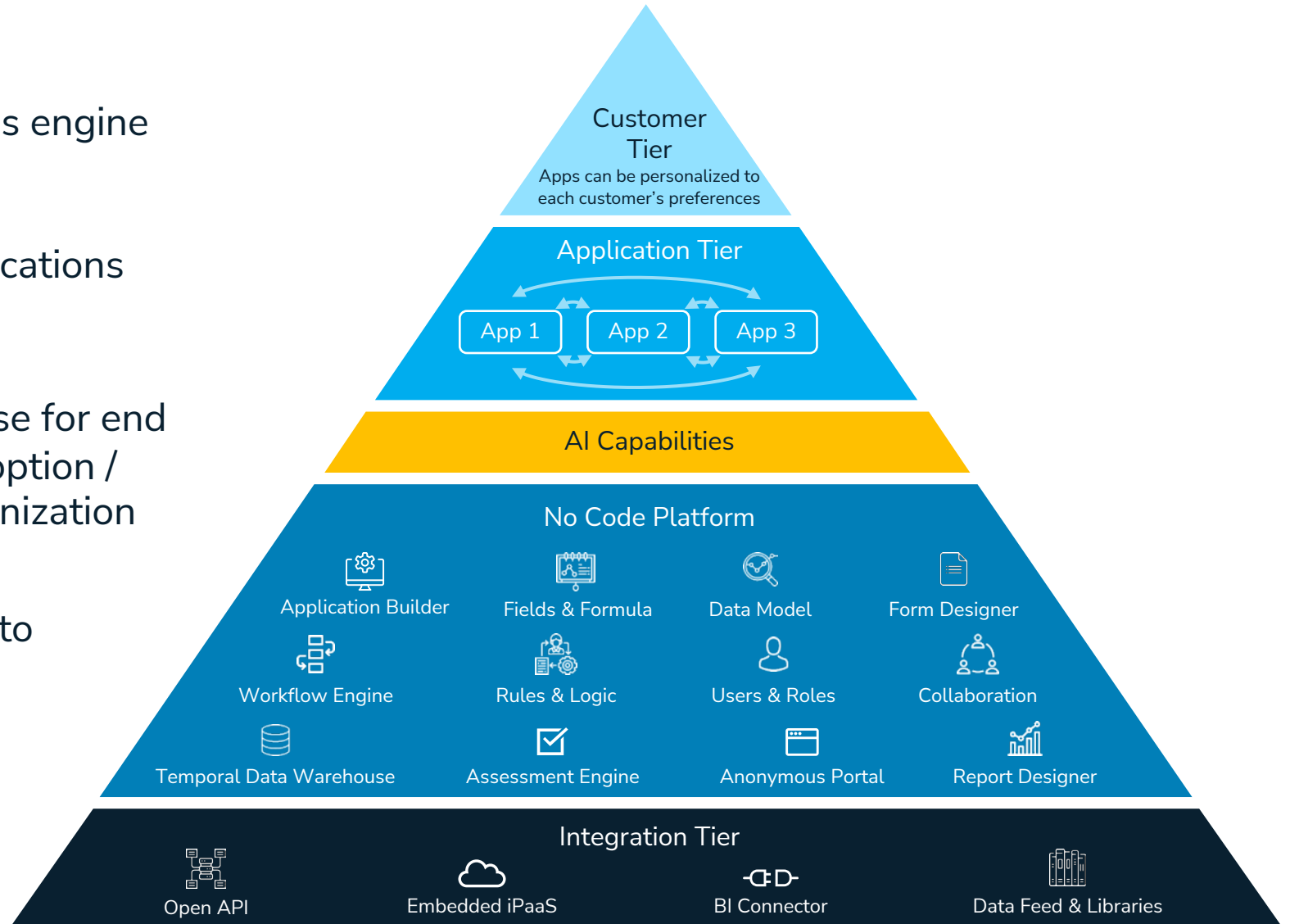
Tailor and configure applications cost effectively

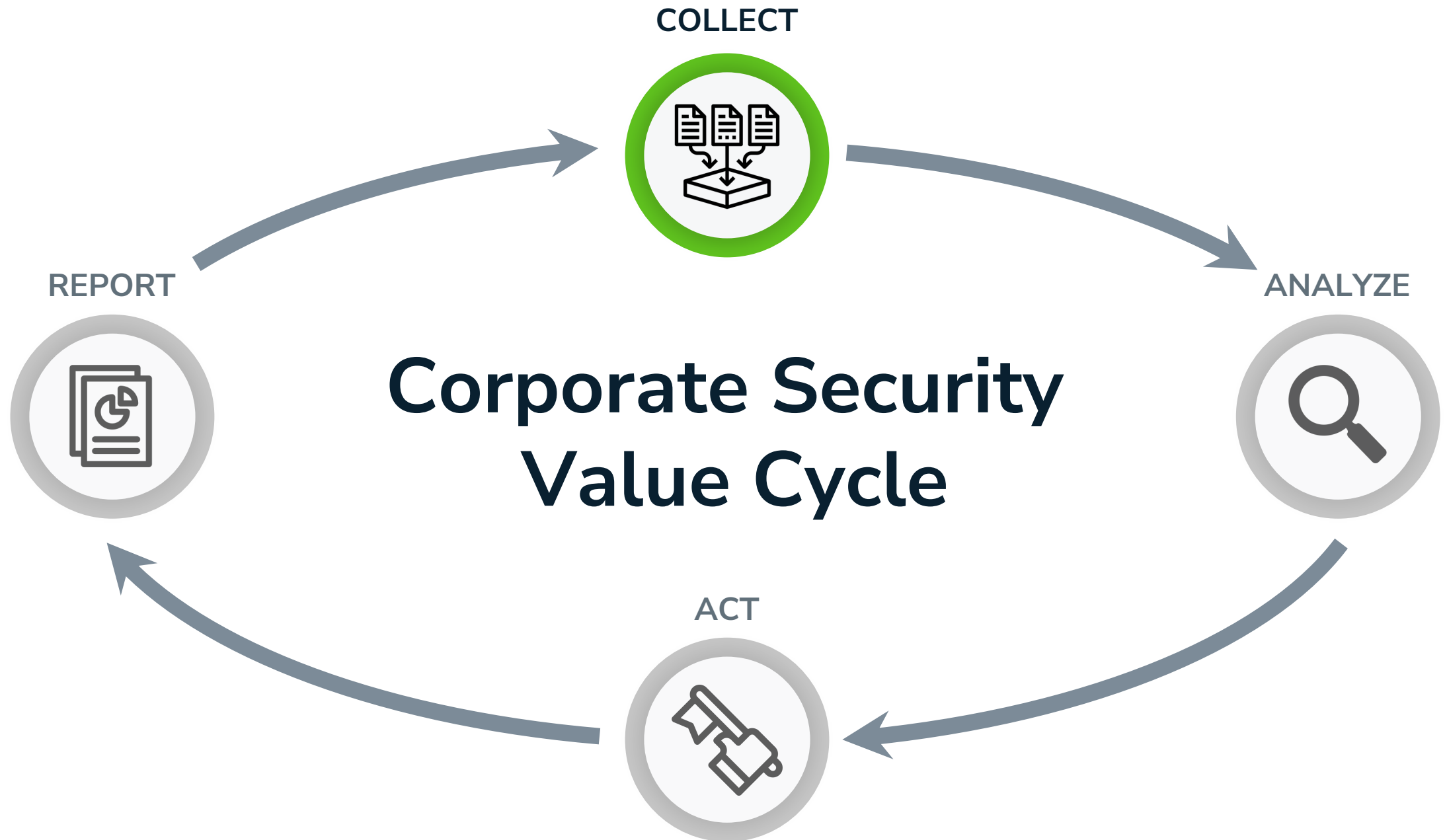


Enable greater ease-of-use for end customers and higher adoption / stickiness across the organization



Deploying AI capabilities to streamline key customers workflows





Integrations



Easily connect Core with hundreds of SaaS applications using Workato



Leverage Exception Reporting from transactional systems



Query OSINT sources related to people and places, such as Dataminr or LifeRaft



Assemble curated geographic risk intelligence, such as A2 Global and IHS



Connect with geographic statistics such as CapIndex or WorldBank



Broaden process communication using Teams or Slack

Intake - Triage Only

Last Updated: Mar 9, 2022 3:56 PM

BU-2 Internal Investigations

Search Table...

AlertType	SLA	User ID	UserID Flags	Account	Account Flags	Observed Date/Time
Rule 12	Medium Response (15)	JDOE9	Low Risk	6011000011112226	Multiple Critical	March 12, 2019 12:38 am
AML	Critical Response (3)	JSMITH3	Low Risk	6011000011112224	Multiple Critical	March 11, 2019 10:02 pm
Exabeam	Critical Response (3)	JSMITH7	Low Risk	6011000011112224	Multiple Critical	March 11, 2019 7:42 pm
Exabeam	Critical Response (3)	JSMITH4	Low Risk	6011000011112223	Multiple Critical	March 12, 2019 4:47 am
Rule 18	Critical Response (3)	JSMITH2	Prior in last 30 days	6011000011112225	Multiple Critical	March 11, 2019 11:07 pm

Key Data

A2 Global Risk

Locations

Threat Assessments

A2 Global Country Reports

Date	Frequency of Update	K and R	Maritime	Natural Hazard	Political
October 1, 2021	Annually	High: 7.22	Low		Elevated: 6.58

A2 Global Intel on Country

A2 Intel Severity	Date & Time	A2 Intel Type	Name
	September 28, 2021 6:00 pm	Executive Intelligence Brief	US & China – Washington accuses Beijing of blocking Boeing aircraft purchases
	September 27, 2021 6:00 pm	Executive Intelligence Brief	China & US – Chinese authorities release two American siblings from exit ban
	September 29, 2021 6:00 pm	Executive Intelligence Brief	China & Indonesia – Chinese vessel leaves Indonesian waters after incursion
	September 29, 2021 6:00 pm	Executive Intelligence Brief	Argentina & China – Boost for Argentine producers as beef sales to China resume

Employee Portals



Capture structured reports from across the organization.



Zero-training designs and simplified question & answer



Increase the reporting rate by enabling anonymous reporting.

The screenshot displays the 'RESOLVER' web portal interface. At the top, there is a navigation bar with tabs for 'Portal', 'Submission', 'Announcements', 'Reports', and 'Issues'. The 'Submission' tab is currently selected. Below the navigation bar, the main heading is 'Create Incident'. The form is divided into two main sections. The left section features a large placeholder for 'YOUR LOGO HERE' with a blue circle graphic. Below this, there is a welcome message: 'Welcome to the Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.' This is followed by instructions: 'Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.' A final instruction states: 'If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response seek immediate assistance by calling 911.' At the bottom of this section, it says: 'In order to make a submission anonymously, click [here](#) to access the Anonymous portal.' The right section contains several input fields: 'Observation' (a large text area), 'Observed Date/Time' (a date/time picker), 'Photo' (a dashed box with the text 'Drag images here or click to select...'), 'Observation Attachments' (a dashed box with the text 'Drag files here or click to select...'), and 'Observation Type' (a dropdown menu with 'Select one...' as the placeholder). At the bottom right of the form, there are three buttons: 'SAVE AS DRAFT' (grey), 'SUBMIT' (blue), and 'CANCEL' (text link).

Hotlines & Email Submission



Use of phone lines for greater reach where Internet is less reliable or trusted



Use of email submission for ease of use without needing access to a specific system

Hotline Script

Template provided for Whistleblower Security hotline agents. Only authorized agents can complete this form.

"Once your report has been filed, the appropriate individuals charged with receive it instantly. The decision to act or not act remains solely with them law. The Investigation Team is not required to disclose its response or action and intentional misreporting may be an actionable offense. Thank you for"

"Where are you reporting from today?"

Country

Select one...

Q1: Establish Jurisdiction

Establishing jurisdiction is required to determine if anonymous reporting is allowable.

"Thank you. When did this occur and do you have a specific date or time?"

Observed Date/Time



Q2: Establish Timing

When Narrative



"Can you tell me which business or office location did this occur? Be as specific as you can."

Location

Search

Q3: Establish Location

Locations are specific to the Organization.

Prompt user with a sample list in the dropdown

Where Narrative



Submissions

Search...

INC-23

INC-571: 2021 - Security Breach

Triage

Consul periculis sea ne, nec ea nobis dicunt. Est eirmod doctus constituto an, libris facilis et his, solum laudem ut ius. Per ea soluta volumus definitionem, viris concludaturque mel ne. Eu omnis mnesarchum contentiones sed. An eam aequae voci...

INC-61

INC-571: 2021 - Stolen Property

Triage

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INC-98

INC-574: 2021 - Slip and Fall

Triage

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INC-136

INC-571: 2021 - Security Breach

Triage

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INC-174

INC-571: 2021 - Stolen Property

Triage

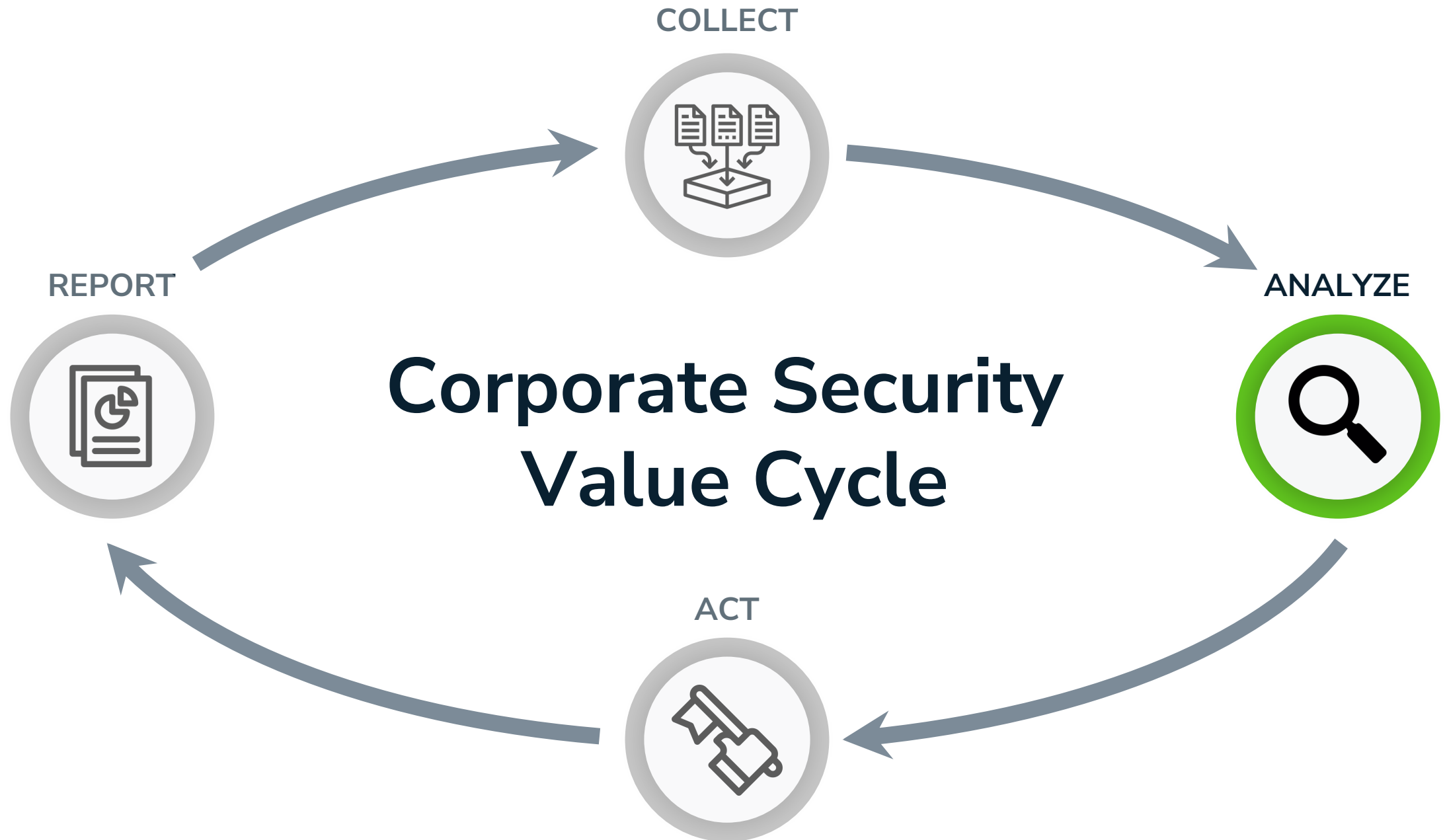
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INC-211

INC-574: 2021 - Slip and Fall

Triage

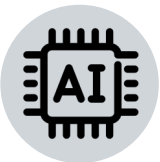
Nobis probatus deterruisset te per, et quo affert senserit explicari. Has solet aliquip iracundia te. Et vix decore feugiat noluisse, his in purto intellegat, cetero eligendi pro et. Qui discere labores ancillae ea.



Creating Clearer Insights



Consolidated Triage for all forms of sources



AI-enabled Data Tagging and Enrichment



Root Cause and Link Analysis



Fully Integrated Case Management Solution

Observation

Josh Lee, a freight handler at ABC Shipping in Modesto, California, was exposed to CO Exposure on January 6, 2021, Monday, from around 7:30 AM to 11:30 AM. He was working with freight from various containers with the help of two forklift operators, neither of which complained of symptoms. He suddenly experienced lightheadedness and nausea. He informed Donna Martin, that he thought he was ill.

Martin noticed his symptoms were consistent with CO Exposure, so she walked him to the loading dock and sat in fresh air.

Witness Statement

Kit Stevens

ABC Shipping Lines

Observation

Donna Martin

Donald Summers

Josh Lee

CO Exposure

INC-2021-01-06-2

PERSON: JOSH LEE

Status Active

First Name: Josh

Last Name: Lee

Person Type: Employee

Gender: Male

DOB: 10-8-1992

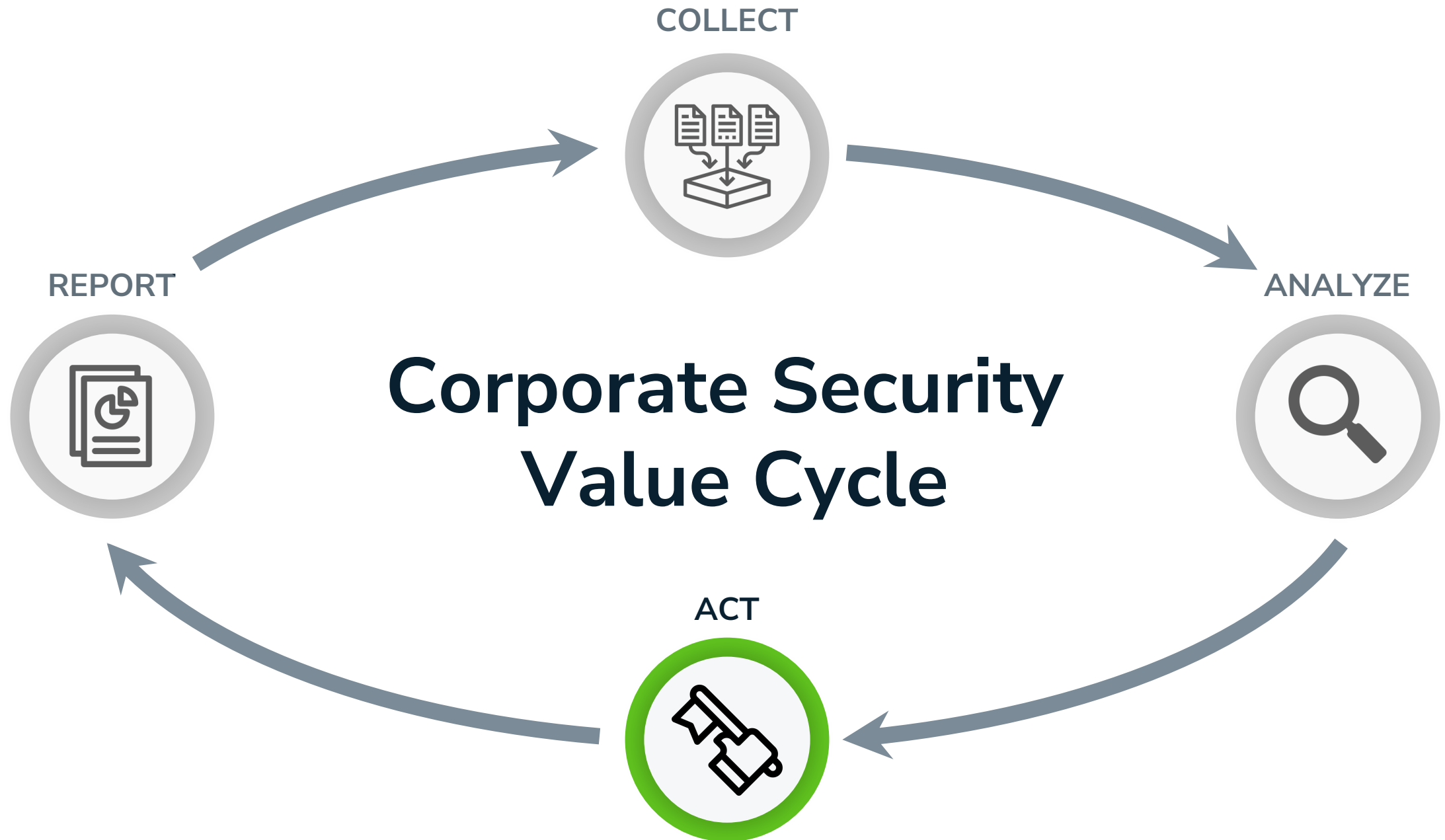
Email: donald.martin@work.com

CREATE INVOLVEMENT

Person Involvement Type: Witness

Description:

CREATE NEW



Driving Action



Conduct Location, Asset and Risk assessments



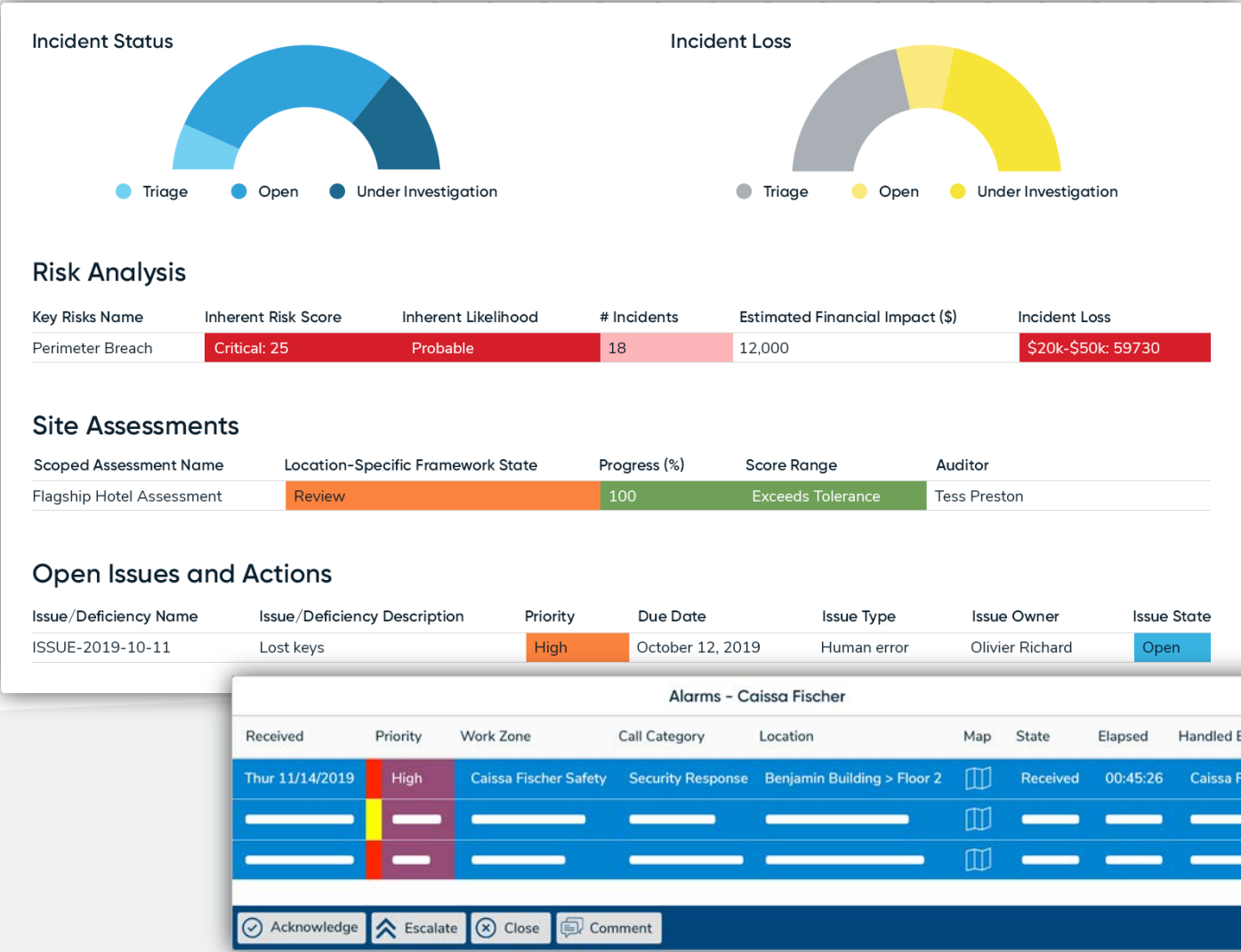
Control Management and Mitigation

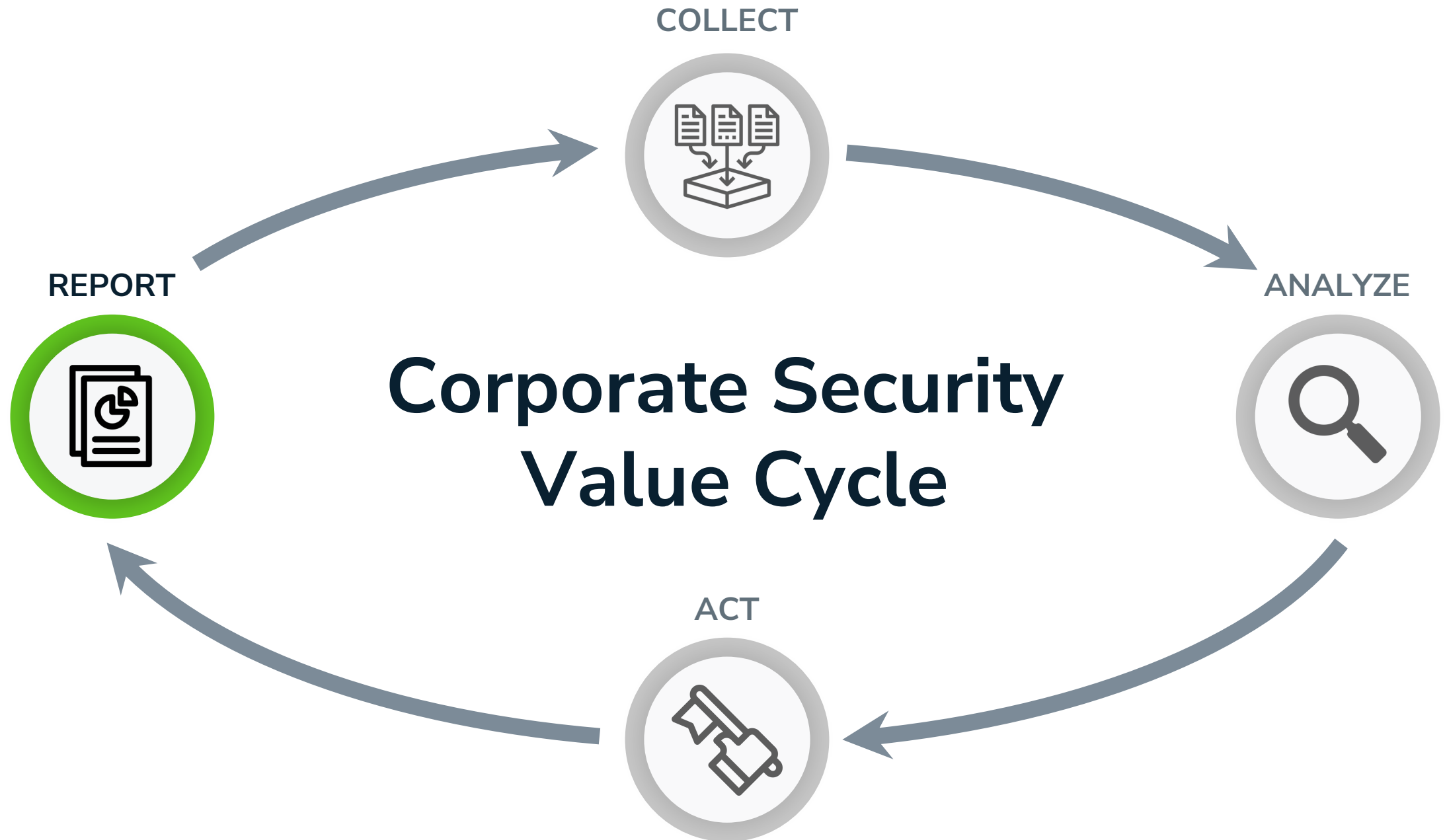


Task Management & Outcome Tracking



Guard Team Dispatch





Measuring & Reporting Impact



Custom Reports and Visualizations



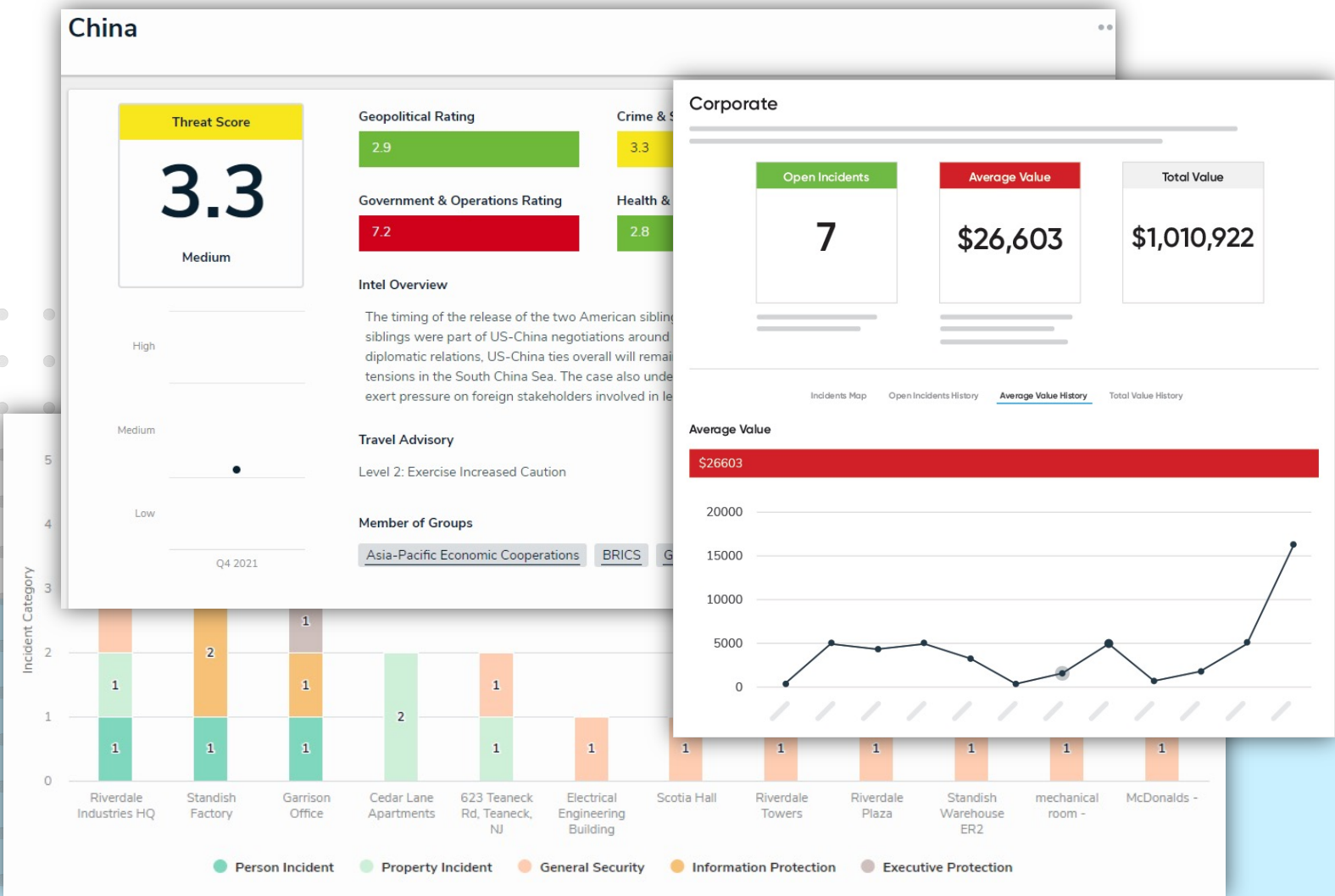
Risk and Critical Asset Monitoring



Executive Dashboards



BI-enabled Data Warehouse for complex analytics



Q&A

Want to learn more? Reach out
to us at: resolver.com/contact-us

