

► BUSINESS OUTCOMES

- Detection of a pattern of employee discounts given at the drive-thru – a major a policy violation – within a month of use
- Identification of several employees violating cash handling and safety and security procedures
- Ongoing business insights to OTAC operators to improve operations and profitability

“With Envysion Insight we have already identified and curtailed several incidents of fraudulent transactions and procedure violations that were costing us money.”

*Fred Mattes, Director of
Physical Facilities*

OTAC, Inc., a Franchisee of Hardee's®, Employs Envysion Insights™ to Curtail Fraud and Increase Store-Level Profitability

Envysion Insights™ provides OTAC, Inc. with unfiltered access into store operations

OTAC's Challenge

In 2010, OTAC, a model Hardee's® franchisee with 21 locations throughout the Northwest, was concerned that procedure and policy violations could be eroding profits and tarnishing the company's high quality standards. Wanting to better understand store operations, OTAC investigated upgrading its video system from one designed for security and deterrence to a system that would provide additional valuable business insights.

Managed Video as a Service (MVaaS) Solution

Seeking an easy to use video surveillance tool that would help operators understand where problem areas existed, OTAC decided to deploy Envysion Insight, a MVaaS platform with video POS integration. By giving OTAC a robust set of reports and alerts designed to drive loss prevention and compliance efforts, Envysion was able to:

- Provide powerful search capabilities with instant drill down to relevant video and associated transaction data
- Integrate video with OTAC's POS system to drive loss prevention efforts and operational improvements
- Generate exception-based reports to highlight suspicious activities
- Provide alerts to OTAC management of potentially fraudulent transactions such as voids, returns, discounts and coupons

