

# Airport retailer exposes shrink hiding inside “legitimate” activity

## The Challenge

- 01** Managing **700+ locations** across **90+ airports** left compliance blind spots and expensive travel for AP teams
- 02** **Siloed POS** and video forced manual data matching, allowing refund fraud to slip through.
- 03** **Bandwidth limits** and fast-moving crowds made real-time remote monitoring impossible.

## What it was costing them

- ✗ **Thousands in losses** from refund fraud and internal theft went unnoticed in the chaos of daily transactions.
- ✗ **Staged injuries and false claims** risked costly settlements
- ✗ Investigators spent **hours** manually matching scrubbing footage

## How they solved it



### Data intelligence

Paired video with POS to instantly flag suspicious “no customer” refunds.



### Filtered alerts

Built dashboards to proactively identify high-risk patterns with AI.



### Remote access

Enabled managers to verify and share video evidence from anywhere.



## The Impact

- **Thousands in refund-related losses** identified and recovered using data-backed evidence.
- Investigation time slashed from **hours to minutes**.
- False claims instantly disproved with video evidence, **preventing expensive payouts**.