

## Digital surveillance integrated with POS system reduces shrinkage at Statoil service station.

**"We have saved both time and money with our digital security system - a total solution that works as prevention and for resolving robberies, theft and vandalism."**

- Birk E. Hansen, Statoil Service Station Manager



### The Challenge

This Statoil service station in Denmark has been chosen as a pilot project for all of the chain's locations to prove that digital surveillance is an important tool for resolving robberies, errors at the cash register, people forgetting to pay for gas, shoplifting, vandalism and internal fraud.

### The Solution

Statoil's video surveillance is integrated with their Point-of-Sale system's transaction data from the cash registers, so they see on a computer screen the video images of the clerk, the till, and the customer linked together with the transaction information. They can search the system by date and time, product groups and financial amounts. It is therefore easy to see, for example, if all the goods have been registered for the purchase, if the right amount of money has been exchanged, or if there's been any 'sweethearting' - giving employee discounts to friends. AC Sikring was the implementation partner, installing Milestone Systems XProtect Transact and XProtect Enterprise software with color cameras from Samsung.

### The Benefits

This solution gives the service station manager and employees the ability to quickly find evidence. They now have an incident resolution statistic of about 96% - which makes Statoil Allerød the company's location with one of the lowest levels of shrinkage in all of Denmark.

Birk Hansen, Station Manager of Statoil's service center in Allerød, Denmark, started his first Statoil station in 1980.

"At that time we were using an analog security system with recordings on video tapes, where we had to use a lot of time winding through them to find evidence of theft or vandalism. Back then we thought it was really smart, but today I couldn't live with it after experiencing how fast and easy it is with a digital solution archived on a PC," he says. "We can search on time, date or specific events, whenever there's been a problem. If we want to send evidence to the police, it's simple to just print out the images."

### Integrated video and transaction data

As a pilot project for the Statoil chain of service centers in Denmark, Birk implemented a new surveillance system based on Milestone Systems software. The system integrates networked digital video surveillance with their POS transaction system.

"It is a profitable investment for us to use this integrated solution. We can check all cash register transactions where there have been problems or errors, and together with the images of the incidents, analyze what happened, and by which people. The system resolves the cases very fast," explains Birk.

"Since installing our new security system a year ago, we've had around 100 cases, but only four incidences that I couldn't clear up. This was mainly because the thieves were situated out of the cameras' range," tells Birk.

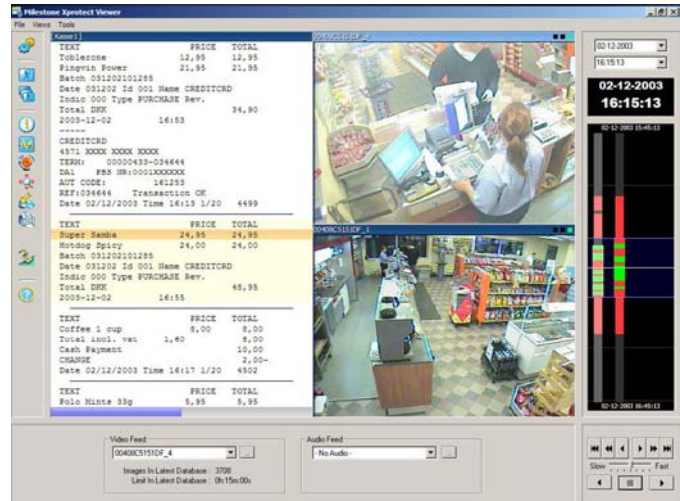
**Handles both internal and external incidents**

"When we first started using the new system, we unfortunately discovered many small problems with internal theft, and it was necessary to take it up at the personnel meetings. The outcome is that employees now have greater responsibility for the workplace. All new staff are also advised that we have the system running, which works preventively."

The system is also useful in cases of stealing.

"I had a woman in for a job interview. When she left the building, she grabbed two bouquets of flowers from outside the store - without coming back to pay!" remembers Birk.

They got her back inside immediately to show her the video's embarrassing evidence and collect the money she owed. She did not get hired.



Statoil in Alleroed most often uses the system to find customers who have forgotten to pay. Some customers come in and buy store items, but fail to mention that they have also put gas in their car.

XProtect Transact is used to find the customer's credit card number from the transaction together with the image of the person's face. The card number is then sent to Statoil's corporate office, who track down the person and get them to pay what they owe, based on the evidence.

If people drive away without paying for gas, the external camera images are used to get license numbers and images of the people, that are shared with the police.

**Advantages with the new technology**

The digital surveillance allows Statoil Alleroed to work more effectively. The service center is monitored by 20 cameras altogether: if they were to record continually, it would require a lot of disc space, storing many 'empty' recordings without activity. So they are using the software's intelligent feature to record based on 'motion detection', which means that images are only archived when motion is registered.

**Reduction of losses**

When Birk looks back at the last year's use of Milestone XProtect surveillance with the integrated POS transaction data, he concludes that the the results are "absolutely good". Statoil in Alleroed has saved money and time, while documenting big reductions in both external and internal shrinkage - and he reports that these benefits are visible for the entire organization: "We have the lowest shrinkage of all Statoil stations in Denmark!"

Find more information at [www.statoil.dk](http://www.statoil.dk), [www.milestonesys.com](http://www.milestonesys.com) or [www.ac-sikring.dk](http://www.ac-sikring.dk).

