

# New Look picks ORIS Systems to help with fraud crackdown

**By James Thompson**

New Look is poised to go live with case management software to help it reduce shrinkage by investigating incidents of customer theft and internal fraud more rigorously.

The fashion retailer's audit and loss prevention team will use the online system, supplied and hosted by ORIS Systems, to track the progress and cost of fraud investigations. The technology will also help New Look measure the performance of its fraud investigators.

New Look head of audit and loss prevention Stuart Green said: "It is totally results-driven and proves that there is no hiding place for fraud in the business. My team understand that it also allows no hiding place if they are not performing."

He added: "I am working upon the multiple retail principle with my regional auditors by using case management to effectively track their outstanding cases."

A key aim of the technology is to resolve cases more quickly, by stopping any fraudulent activities in their tracks.

ORIS Systems managing director Andrew Wood said: "One of the issues for any retailer is when investigations either drag on, or are started and fade away."

To improve case visibility the system automatically highlights unresolved or completed cases, although retailers set their own time parameters.

"The cost savings that they will achieve will be around faster clearing up of fraud," Wood said. The software also plays a supporting role in legal proceedings by recording all the data entered by fraud investigators working on a case – including suspect statements, risk assessment and escalations – in a report.

"There is a full audit trail, every key stroke is recorded: by whom, where and when. You have effectively got all your evidence in a single document," Wood said.

ORIS's case management system is fully compliant with the Regulation of Investigatory Powers Act (RIPA) 2000, he said. RIPA ensures that loss prevention teams do not violate civil liberties with procedures used to build cases.

According to Wood, alongside this deployment New Look will go live next year with supplier IntelliQ's data mining tools, which trawl electronic point of sale data to highlight anomalies that may be fraudulent.

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