

## **Carphone Warehouse rolls out fraud software**

Mobile phone group Carphone Warehouse is ready to deploy case management software across Europe in an effort to tackle internal fraud and customer theft.

The retailer will go live with the fraud management software, from ORIS Systems, in the UK before Christmas. It will begin rolling it out to nine countries across Europe in January.

ORIS Systems managing director Andrew Wood said between 10 and 15 loss prevention managers will use the software initially in the UK. He said it will eventually have “about 100 users across 10 countries”.

The web-based software will enable Carphone to produce reports that measure the performance of individual countries’ fraud management teams, claimed Wood. “Users can choose their own language so you can do country-by-country reports,” he said. It will also help the retailer to track the progress and cost of fraud.

Carphone will work with ORIS to add new software from other vendors and integrate existing products to the system.

The supplier recently added New Look to its list of retail clients (RW, November 4).