Agilence Launches Case Management and Audit Management in the UK and EMEA to Help Retailers and Restaurants Reduce Risk

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Agilence, a leader in loss prevention and operational analytics, is proud to announce the availability of its Case Management and Audit Management solutions in the United Kingdom and the broader EMEA market. These industry-leading tools empower retail, hospitality, and supermarket loss prevention and operations professionals to enhance operational efficiency, mitigate risks, and drive compliance. This move follows Agilence's expansion into the UK and EMEA market with the merger of UK-based analytics provider IntelliQ last year.

"We are excited to bring our industry-leading Case Management and Audit Management solutions to the UK market, providing leaders with the tools they need to drive efficiency, maintain compliance, and reduce losses," said Russ Hawkins, CEO of Agilence. "By combining powerful functionality with intuitive and configurable workflows, we enable businesses to take a proactive approach to loss prevention and operational excellence."

Agilence Case Management

Agilence Case Management is an essential tool for loss prevention and asset protection professionals, enabling end-to-end management of incidents, investigations, and accidents. Designed for ease and configurability, it ensures investigations are faster, more effective, and seamlessly documented.

Key Features and Benefits Include:

- **Comprehensive Case Creation:** Quickly document incidents and modify case types on demand to fit specific business requirements.
- **Centralised Data**: Consolidate all evidence—including video, photos, and reports—in a single platform for ease of access during investigations.
- **Data Analysis:** Identify trends in suspicious behaviours or incidents and link cases for greater insights.
- **Collaborative Tools:** Assign tasks, track progress, and work as a team to achieve faster case resolutions.
- **External Threat Bulletins:** Create "Be-on-the-Look-Out" bulletins that can be posted to inform employees of individuals of suspicion to help protect the safety of customers and employees.
- **AI – Natural Language Queries**: Create reports using artificial intelligence (AI) powered queries that let you get information without coding.
- **Law Enforcement Support:** Package and share case files with law enforcement with ease, streamlining communication and action.

Agilence Case Management enables organisations to simplify investigations into issues ranging from employee theft to organised retail crime, closing cases quickly and preventing loss with confidence.

Agilence Audit Management

Agilence Audit Management simplifies and speeds up how businesses conduct audits, moving beyond traditional methods which are often burdened with inefficiencies. It is a completely user-friendly and configurable solution, aimed at ensuring compliance, protecting brand reputation, and identifying operational weaknesses.

Key Features and Benefits Include:

- **Intuitive Design:** An easy-to-navigate interface enables team members to create and complete audits quickly, with no training required.

Related Sectors:

Business & Finance :: Computing & Telecoms :: Retail & Fashion ::

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Asset Protection :: Loss Prevention :: Agilence :: IntelliQ :: Retail Risk :: Retail :: Case Management :: Store Audit :: Retail Audit :: Audit Mangement :: Investigation ::

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- **Mobile Functionality:** Employees can conduct audits on-site using mobile devices, including attaching photos and videos, speeding up the process significantly.
- **Configurable** Templates and Forms: Build unlimited audits and forms to align with operational and compliance needs.
- **Automated Workflows**: Automate task assignments and follow-up based on data-driven triggers to ensure issues are addressed.
- **Dynamic Scoring**: Calculate scoring based on audit increments and weight categories to reflect importance.
- **AI** – **Natural Language Queries**: Create reports and automations using artificial intelligence (AI) powered queries that help analyze data and create workflows faster.
- **Real-Time Updates:** Instantly reflect policy or procedural changes in audits, ensuring alignment with evolving operational needs.

Whether addressing cleanliness standards, safety, or policy adherence, Agilence Audit Management empowers organisations to improve operational processes and deliver a consistent customer experience.

Meet Agilence at Retail Risk London

Agilence and IntelliQ (an Agilence company) will be exhibiting at Stand 39 of **Retail Risk London** **on 27 March 2025**, where attendees can explore these solutions firsthand and learn how to enhance their loss prevention and operational strategies. To schedule a meeting with the Agilence and IntelliQ team, visit https://www.agilenceinc.com/retailrisk.

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