

# Retail Technologies for Latin America

### Global Technology and Innovation Forum Unites Retailers and Technology Suppliers

CVS Integrates Technology Across Business Functions to Enhance its ROI Source Tagging Equals Savings and Shrink Reduction for Best Buy Understanding Loss Prevention in the DIY World of Sodimac ILACAD Takes an In Depth Look at the Retail Food Market in Latin America The Prevent, Control, Convict ALTO Model Teaches Thieves that "Crime Doesn't Pay" TNS Retail Forward Offers Retailers Global View on Macro Trends and Shopper Insights

Sensormatic

### RETECHLA 2008

# Global Technology and Innovation Forum Unites Retailers and Technology Suppliers

Recently, in Cancun Mexico, 245 retailers, industry consultants, and technology suppliers gathered at this unique industry forum of open dialogue and exchange of experiences about the rapidly changing retail environment.

Sponsored by ADT Integrated Solutions, the event explored how solutions like access control, video systems, RFID, SmartEAS®, source tagging, exception reporting/data mining and fire detection can integrate with Electronic Article Surveillance (EAS) systems to enhance loss prevention and operational efficiency efforts while driving retail profitability.

At RETECHLA, major global retailers CVS, Best Buy and Sodimac shared their practical experiences of technology implementations and strategies that helped improve business performance and profitability. Also, leading technology consultants from IBM Global Business Services, Venture Development Corp. (VDC), Frost & Sullivan, IHL Consulting, ILACAD, and TNS Retail Forward offered a global perspective on technologies and trends in retail security.

Additional presentations included Loss Prevention experts Loss Prevention Research Council (LPRC), LL Training and Consultant Group and PCG Solutions, Inc., the training, education, and consulting firm. ALTO, the private Chilean organization that helps companies control shoplifting crime, discussed retail loss prevention and its legal framework. RFID Journal and ADT/Sensormatic pre-

sented emerging RFID technology in retail and Tyco International covered the leading Sensormatic EAS/RFID dual technology offering.

"An event like RETECHLA allows retailers to better understand the rapidly changing landscape of retail technologies," said Andrew Nathanson, director: AIDC, RFID and Retail Automation at Venture Development Corp. Mr. Nathanson added, "RETECHLA affords the opportunity for retailers to gain a broader perspective on the advancements of in-store technologies – we are excited to discuss some of the new and emerging innovations and how they influence the retail market."

Julio Hoenigsberg, regional director of ADT Integrated Solutions Latin America, characterized the benefits of this innovation forum for loss prevention and operational excellence in retail markets. "RETECHLA is a key event for keeping pace with the latest trends in retail security and exploring how retailers are utilizing technology solutions to become more secure, more efficient and more profitable.

To meet the demands of the growing Latin American market ADT created this forum for retailers and technology providers to exchange experiences first-hand and share best practices." Hoenigsberg added, "RETECHLA provides a great overview of where retail trends are going in presenting the Latin America vision, the emerging market vision and the global vision."

In-Store, your link to the latest trends, news, and insights in retail, takes you on a global journey with RETECHLA 2008 - Latin America's largest Retail Technology security event. From this venue, some of the world's leading retailers, industry consultants and Loss Prevention experts will share their first-hand experiences on the technologies and the evolution of the retail industry.

We value your feedback. If you have ideas or stories you would like covered in future editions, please email us at InStore@Tycoint.com. Stay tuned....there's plenty more In-Store!

# RETECHLA 2008 Retail Technologies for Latin America



RETECHLA session speakers



RETECHLA showcased value added solutions from companies that complement Tyco retail technologies



Speaker Sergio Migliorini from SODIMAC explores loss prevention in DIY stores



RETECHLA was well attended by retailers, industry consultants and technology suppliers



# CVS Integrates Technology across Business Functions to Enhance its ROI

# **CVS**

As America's largest retail pharmacy with 6,300 retail locations across 38 states, CVS/Pharmacy manages more than 1 billion prescriptions annually - more than any other pharmacy services provider. To support their strategy for growth, CVS is integrating technology with loss prevention measures.

Given their breadth of services, position as the number one provider of prescriptions in the nation and commitment to superior customer service CVS invests in new stores and technologies to drive future growth. Yet with growth comes the risk of increased shrink opportunities as Larry Foster, Director of Loss Prevention Forensic Analysis for CVS/Pharmacy indicates. In his role Larry provides the overall direction and management of Loss Prevention (LP) systems implementations and analysis.

According to Larry, "CVS needed a robust transaction monitoring application that was capable of growing with our needs. The strategy involved developing a data solution across multiple business functions to drive profitability." Sensormatic® Analytics powered by Retail Expert offered CVS a

comprehensive suite of business intelligence solutions capable of integrating across multiple business areas to include LP, Store operations, Pharmacy operations, Marketing, Merchandising, Sales/audit, Bank reconciliation, Treasury and Compensation.

To reduce shrink and improve operational performance, CVS internally branded the solution as VIPER. They created a strong partnership with Retail Expert to design modules that integrated all transactions including their point of sale,

pharmacy dispensing system and pharmacy inventory as well as front store perpetual inventory transactions — and even their direct store delivery information. With all of these information elements included in VIPER, CVS is able to extend their ROI and reduce shrink throughout the store, not just at the point of sale.

Managing sales reducing activities (i.e. voids, returns, coupons, etc.) were critical for CVS to increase sales, manage and control inventory loss and improve inventory service levels. The VIPER suite addressed sales reducing activities by monitoring and trending these transactions as Key Performance Indicators within VIPER. Each of these indicators is analyzed across the organizational structure of the company and in some



Sensormatic Analytics offered CVS a robust transaction monitoring application capable of growing with their needs



cases by vendor. VIPER is able to intelligently identify those transactions that are outside the norm and require further investigation. As a result CVS was able to dramatically reduce the use of sales reducing activities and effectively increase sales and reduce shrink.

As Larry explains, this unique system design offers numerous benefits, "not only does VIPER give us visibility to performance surrounding our Point of Sale system at a high level, but also we are able to see activities within the four walls of our stores." He added, "With the Pharmacy Dispensing and Inventory modules we are able to reveal activities that indicate potential loss or operational deficiencies, and have the ability to analyze these results by the specific drug classes. This information enabled us to reduce the basic errors that occur with the complicated prescription drug process. Also, we have been able to identify inventory loss associated with these high risk drugs."

Through a pharmacy case study CVS learned first-hand the ROI of VIPER in protecting high risk drug inventory. Results revealed how the VIPER suite identified several pharmacy inventory transactions that required further investigation.

Looking ahead VIPER offers growth potential to provide powerful solutions across the company. CVS plans to continue extending the benefits of VIPER to other areas that represent significant expenses such as the warehouse and even supply processes. By integrating intelligent technology like the Sensormatic Analytics suite into their LP program CVS achieved a 1000% return on investment\*.

For more information, visit Sensormatic.com and click on Store Business Intelligence.



<sup>\*</sup>March 20, 2008 Stores® Magazine Knowledge Series™ sponsored by ADT http://www.iian.ibeam.com/events/nrfe001/25796/index.jsp?adid=stores032008

### Understanding Loss Prevention in the DIY World of Sodimac



Headquartered in Chile, Sodimac is the leading home improvement Do-It-Yourself (DIY) chain that became part of the Chile-based retail giant Falabella group in 2003. As Latin America's top DIY retailer Sodimac operates under two formats and brands targeting different segments: "Homecenter" and "Constructor." Sodimac has experienced continued growth in Chile, Colombia, Peru and recently in the Argentine market where it will make a significant investment over the next five years. Sergio Migliorini, Loss Prevention Director, shares the Sodimac loss prevention point of view.

Offering the best variety and categories of products that are easily accessible to customers defines
Sodimac's customer focused philosophy. To maintain customer satisfaction an important element of Sodimac's product assortment policy is their private brand strategy; creating regional private brands in tools, paint, adhesives and other important categories.

With customers demanding better service and more convenient access to merchandise, Sodimac recognized the need to implement new Loss Prevention (LP) technologies. In selecting the right anti-theft solutions Sodimac needed to consider how to openly display and protect vulnerable high-theft items. The most significant challenges to overcome in a DIY format include:

- Wide exits that allow large purchases like lumber, dry wall, metal fences, etc.
- Most frequently shoplifted items that have metal content
- Source tagging label footprint small enough for an extensive line of products

According to Mr. Migliorini, "as a growing DIY retailer, our LP strategies include the continued rollout of Acousto-Magnetic (AM) technology in all Sodimac stores in Chile, and eventually in stores located Colombia, Peru and Argentina. With the rollout we need to continue the focus to promote our source tagging program with our vendors in order to maximize the program across the chain. We will also initiate pilots with point-of-sale scanning manufacturers and ADT to



The robust Sensormatic Pro-Max® is the perfect solution for withstanding impact from carts or other objects common in the DIY environment



integrate Sensormatic's POS deactivation solutions."

ADT/Sensormatic had the winning combination of technology solutions to overcome Sodimac's obstacles. To help reduce shrink and increase sales of openly displayed merchandise, Sodimac stores are protected by the Sensormatic® Pro-Max® Detection System - the high performance antishoplifting solution designed to cover wide exit openings. With a robust design Pro-Max® is the perfect solution for withstanding impact from carts or other objects common in the DIY environment. Pro-Max® offers flexible configurations and the widest EAS detection coverage, enabling Sodimac to protect high traffic areas for large contractor purchases.

A significant amount of the most frequently stolen products found in a DIY have metal. Sensormatic AM systems offer the highest detection rate to protect all types of products. Most importantly Sensormatic AM technology is capable of detecting security tags found in a wide line of metallic products Sodimac carries like power and hand tools, lighting, etc., and tagged products containing non-ferrous metals.

Sodimac launched the source tagging program in 2006 to ensure products are protected, shelf ready and openly displayed for customers to conveniently purchase. With more than 300 suppliers and more than 8,000 SKUs the source tagging program has proven successful in helping increase the speed of products to the selling

floor that translates into increased sales.

Having the smallest label footprint that easily integrates into a wide range of products, the Ultra•Strip® offered Sodimac a number of key benefits:

- Virtually no false alarms
- Not detuned by foils or liquids
- Unlimited activation/deactivation
- Only activated with specially designed activators

Implementing source tagging along with Sensormatic EAS into their LP program not only increased Sodimac's profitability due to product availability but also enhanced labor savings at the store level. As Sodimac discovered, Sensormatic is the preferred technology to help protect the challenging retail environment of a DIY.

For more information, visit http://www.sensormatic.com/Products/GST/GST\_home.aspx.



Offering the best variety and categories of products that are easily accessible to customers defines Sodimac's customer focused philosophy

# ILACAD Takes an In Depth Look at the Retail Food Market in Latin America



In 1997 Frédéric Gautier founded the Latin American Institute of the Channels of Distribution (ILACAD), a private institution dedicated to review the evolution of retail in Latin America and the product markets of mass consumption. ILACAD has offices in Argentina, Mexico, Brazil, and Guatemala and operates in 8 Latin-American countries to provide its retail market vision and best practices expertise to approximately 300 Retail and FMCG clients. Take a closer look as Mr. Gautier explores this compelling market.

The retail food market is one of the most important formats in Latin American, representing one of the largest segments in attendance at RETECHLA. Frederic Gautier is regarded as one of the leading researchers in the Latin America retail market. His studies on the retail food market focus on the various formats and significant trends in Mexico, Argentina and Brazil with lessons learned about these different types of formats.

In 2007 the Latin American economy experienced a 5.6% growth as portrayed in the following map. According to Gautier this growth is

evidenced by the investment to expand retail operations, "In 2007 more than \$8 billion has been invested in the Latin American retail sector. With \$2.2 billion of investment, Cencosud is the retailer that most invested in acquisitions in 2007 and Wal-Mart opened 212 stores in Latin America in 2007." Of the top ten food retailers in 2008, Wal-Mart, a long-standing ADT customer, ranks as number one in Latin America. With over 3,200 stores in thirteen markets outside the continental U.S., known for providing customer service and convenience to customers in their local communities, Wal-Mart has over 1,950 stores in Latin America.



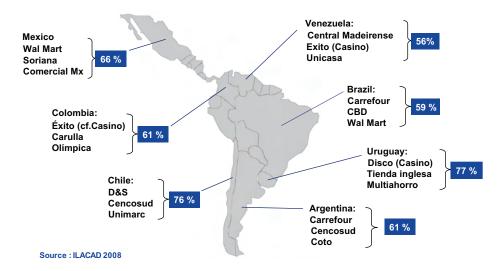
In 2007 the Latin American economy grew 5.6%



Further analysis reveals the concentration by country of the three top retail chains as depicted in the following map. In the retail environment store formats range from "max" to "mini." With those varied formats come differences in the total store floor space, product assortments and most importantly the concentration of customers frequenting that format. In the case of the Mexican market for example, there is a mix of formats from max to mini.

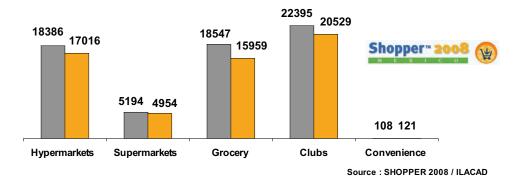
A snapshot of the customer penetration per point-of-sale (POS) in the following diagram indicates hypermarkets, grocery and membership clubs have the largest saturation; while hypermarkets and grocery stores have an equivalent amount of customers per POS. With a large population of customers frequenting these varied formats that offer some of the most frequently shoplifted items like cosmetics, food, apparel, electronics and more, retailers need to consider loss prevention technologies that improve both security and operational efficiency.

Mexico's top three chains, Wal-Mart, Soriana and Comercial Mexicana all rely on ADT to provide the security solutions suited to protect their type of environment. With over 1,079 stores in Mexico representing the largest number of all stores in Latin American, Wal-Mart protects their stores with integrated security solutions including Sensormatic Acousto-Magnetic (AM) EAS systems complimented by AM Source Tagging, American Dynamics CCTV and Software House Access Control systems.



Concentration of the top three chains per country

Formats (Total)	Penetration	Number of Homes	Number of PDV 2008	Avg Homes per PDV 2008	Homes per PDV 2007
Hypermarkets	66.0%	4,645,345	273	17,016	18,386
Supermarkets	29.0%	2,041,136	412	4,954	5,194
Grocery	39.0%	2,744,976	172	15,959	18,547
Clubs	14.0%	985,376	48	20,529	22,395
Convenience	12.0%	844,608	6,995	121	108



Hypermarkets and grocery stores converge the same amount of customers per POS

### **ILACAD**

Soriana self-service hypermarket centers, with an assortment of almost every product line, helps control internal theft and vendor fraud with American Dynamics® CCTV systems - respected as a leading global brand of video security technologies. With a retail footprint of 410 stores in all Mexican Republic and annual revenue of \$5.9billion USD, Soriana launched their new super format called "Soriana Super."

With retail footprint of 217 stores and 73 restaurants in 42 cities throughout Mexico and annual revenue of \$4.6 billion USD, Comercial Mexicana protects its new City Market gourmet food stores with the high performance Sensormatic Ultra•Max® anti-theft technology.

Other Mexican retailers such as Palacio de Hierro, with 10 stores in Mexico, Guadalajara and Monterrey and annual revenue of \$1.1 billion USD; as well as Liverpool, with 71 stores in all Mexican Republic and annual revenue of \$3.9 billion USD protect their stores with Sensormatic

Ultra•Max EAS systems. With an unparalleled detection rate to protect all types of products, Ultra•Max offers these food retailers the ability to detect to security tags inside foillined bags, metal shopping carts or tagged products containing non-ferrous metal – products most commonly shoplifted that Radio Frequency (RF) systems cannot adequately protect.

Both Chedraui, with retail footprint of 120 stores, and Farmacias San Pablo with a retail footprint of 23 stores in Mexico, integrated American Dynamics CCTV along with Ultra•Max EAS systems for an added layer of protection.

Éxito, a leading retail chain with 273 stores in 45 cities throughout Colombia, has relied on ADT over the past 10 years for their security and loss prevention needs. To help protect their high-risk, high-value items such as bottled wines and spirits, Éxito deployed the Sensormatic Ultra•Tag for its ease of application and detachment – saving Éxito store personnel

significant time in protecting stock. Capable of shielding a wide range of merchandise, the multipurpose Sensormatic Ultra•Tag offered Éxito enhanced productivity and greater security to help cut theft of bottled wines and spirits by more than 80 percent.

As the retail food industry in Latin America continues developing new formats and services to keep pace with the continued growth, retailers can refer to the research information from ILACAD when considering the investment in new LP technologies.

For more information on ILACAD, visit http://www.ilacad.com/

For more information on Sensormatic solutions, visit http://www.sensormatic.com/







The comprehensive American Dynamics Intellex Ultra digital video management system captures high resolution image, delivering value, performance, reliability and integration capability to retailers.

### Source Tagging Equals Savings and Shrink Reduction for Best Buy



An industry leader with operations in the United States, Canada, Europe and China, Best Buy Co., Inc., is a multinational retailer of technology and entertainment products and services with a commitment to growth and innovation. The Best Buy family of brands and partnerships collectively generates more than \$40 billion annual revenue. Paul Stone, Vice President of Loss Prevention and Risk Management, explains the benefits of the Sensormatic® EAS and source tagging programs.

With operations in over 990 stores serviced daily by approximately 150,000 employees, Best Buy needed a loss prevention solution that would deliver the double S: Savings and Shrink reduction. As a multinational retailer Best Buy offers a diverse family of brands that have "grab and go" convenience customers have come to appreciate. For Best Buy the challenge becomes whether to openly merchandise items to maximize customer convenience and enhance profits versus locating items behind display cases to protect them from theft while inconveniencing the customer.

Their concept of having more products conveniently merchandised required the right anti-theft solution while maintaining a consistent customer shopping experience that Best Buy highly values. To improve operational efficiencies while limiting theft, Paul Stone, Vice President of Loss Prevention and Risk Management for Best Buy faced the challenge of researching the right EAS solution ideal for a store environment like Best Buy known for their wide variety of electronics.

Too much electronics "noise" found in their store setting impacted Radio Frequency (RF) performance; thus, Paul selected the Sensormatic Ultra•Post® as their theft deterrent system. With virtually no false alarms, the Ultra • Post® Acousto-Magnetic (AM) Technology offers superior detection performance with the Sensormatic patented resonator technology and new high coercivity bias to achieve high detection that is immune to detuning by such elements as metal, foil, liquids and magnetic fields – a must for the Best Buy electronic environment. Proven, reliable detection and system performance of Ultra • Post® supported Best Buy's "grab and go" philosophy.

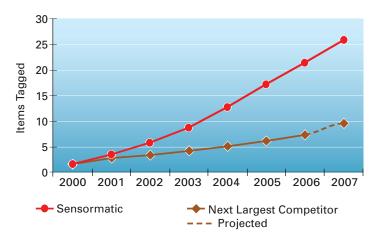
To increase product availability and achieve labor savings at the store level, Best Buy implemented Sensormatic source tagging (items source tagged at point of manufacture) into the LP program by identifying product cate-

gories that fit into their merchandising strategies. The program's early stages targeted CD's and DVD's with an overall goal to source tag all entertainment media products 100%.

According to Mr. Stone, source tagging not only offered Best Buy labor savings but also savings by eliminating the plastic keepers for CD, DVDs, video games, "Our process involved incorporating source tagging language into vendor master agreements, targeting merchant groups within Best Buy to promote source tagging and negotiating trade-offs with vendors."

The implementation of source tagging resulted in significant sustained shrink reduction and also an increase in sales of both CDs and DVDs. Eliminating plastic keepers resulted in a win-win for Best Buy and the product vendor since source tagging offered more flexible product placement in an open merchandising environment convenient for customers.

For more information, visit http://www.sensormatic.com/Products/GST/GST\_home.aspx.



Sensormatic source tagging continues to grow

# The Prevent, Control, Convict ALTO Model Teaches Thieves that "Crime Doesn't Pay"

Founded by Jorge Nazer Rodríguez, an attorney from Los Andes University in Chile, ALTO S.A. is an organization that pursues to diminish crime for companies throughout Chile, using legal means to control and dissuade retail theft. In addition to his extensive background in criminal procedural reform, Mr. Nazer serves as an Investigator for the Manhattan Institute of Policy Research in New York City, U.S.A., and is the recipient of several awards for enterprising industrialists and entrepreneurs.

Retailers experience feelings of vulnerability and helplessness when challenged with high crime rates that continue to threaten their business performance and profits. This stark reality served as a catalyst for the success Acción Legal Total (ALTO) has achieved in controlling and deterring retail criminal activity.

As an innovative model for theft and loss prevention, ALTO offers a unique

approach that complements the security services and technology used by retailers. In terms of loss prevention, ALTO has designed a model based on three areas to Prevent, Control and Convict those who commit acts such as shoplifting and fraud.

With highly recognizable media and signage, ALTO prevents criminal conduct as thieves fear prosecution to the fullest extent of the law. ALTO extensively researches the predictive behavior and patterns of shoplifters to help control criminal activity through educating their retail clients. Well versed in the nuances of the legal system, ALTO provides legal direction to help convict shoplifters. Through compiling a criminal index, ALTO gathers information to determine if someone is a repeat offender, belongs to organized crime and what products he or she most often steals. ALTO shares this information among their retail community to more effectively enhance their security operations.

According to Mr. Nazer, "our business model has been used in Chile producing successful results among our clients. Retailers have seen a 50% reduction in crime and fraud, an 80% reduction in repeat offenders and a better ability to control organized retail crime. Through our legal strategies such as zero tolerance, criminal sentences and exemplary punishments have been obtained. Initially successful in Chile, we plan to use this as a format for success in other Latin American countries and eventually around the globe."

Through comprehensive research, ALTO has drawn profound conclusions about criminal activity that can serve as eye-openers for retailers worldwide:

- 70% of offences occur in the last 12 days of the month
- The same offender that steals in a retail environment also shoplifts in other industries.
- 73% of the offences occur between the hours of 12:00 p.m. and 8:00 p.m.

Looking ahead, ALTO recognizes the key challenges facing retailers in the Latin American market over the next few years. Loss Prevention departments must enhance the proficiency of their operations. To help boost profitability in an industry dominated by low margins, retailers need to consider RFID and other innovative loss prevention technologies.

For more information on ALTO, visit http://www.alto.cl/



# TNS Retail Forward Offers Retailers Global View on Macro Trends and Shopper Insights

Fact based. Forward thinking. Results focused. These initiatives define the TNS Retail Forward philosophy. In today's technology driven environment it's important to recognize the rapidly changing relationship between retailers and shoppers. Operational methods that worked for retailers in the past won't necessarily suffice in the future. With baby boomers approaching retirement their spending habits begin to decline as they consume less, a significant macro trend affecting today's retail climate. In the next decade, Baby Boomers will begin exiting the work force and redirect their vast energies and spending power.

What does this mean for retailers? They need to be more sensitive to the latest wants of the aging demographic and respond with products, services and experiences tailored to help Boomers defy, deal with and enjoy age. Convenience is high priority. Baby Boomers want retail settings that are smaller, closer and easier to access.

"Compared with the Baby Boom generation, the Digital Generation represents savvy, skilled shoppers who know what they want and where to find it, thanks to the Internet and the rapid evolution of search functions and filters to connect consumers with



Founded in 1968 by Management Horizons, TNS Retail Forward is a global management consulting firm focused exclusively on retailers and consumer goods companies. Their experienced team has developed strategic solutions for many of the world's leading retailers and consumer products companies. TNS Retail Forward's consulting capabilities include shopper research, competitive analysis, economic forecasting, market positioning, and strategy formulation. James Marstiller, Senior Vice President, offers an engaging perspective on global retail trends and shopper insights.



"As consumers become smarter shoppers, retailers need to rely on solutions that help improve operational efficiencies to produce a more satisfying shopping experience," according to Mr. Marstiller.

### **In-Store**

## tns RETAIL FORWARD

almost any product they desire. In the digital age, everything is interconnected with access to all types of products just a click away. If consumers can't find what they want, they will be able to create what they want, especially with the options digital media offers," according to Mr. Marstiller. Retailers will need to respond by employing more unconventional media and marketing formats. Saving the customer time will be paramount for retailers to have an edge on the competition.

Despite the generation gap both Baby Boomers and the Digital Generation are seeking convenience and time savings. Sensormatic has responded to the changing retail landscape by introducing products that save time at the point-of-sale and improve customer throughput. Integrated Deactivation and the easy to apply and remove Ultra Tag Platform are two solutions that offer retailers improved productivity while enhancing the customer experience.

"As consumers become smarter shoppers, retailers need to rely on solutions that help improve operational efficiencies to produce a more satisfying shopping experience. Retailers are recognizing the pathway to remaining competitive is through an integrated approach," adds Mr. Marstiller. Sensormatic® realizes EAS and RFID are complementary technologies that can provide retailers with several approaches to preventing

theft while improving operational efficiency, depending on their needs and specifications. Many retailers can benefit from dual EAS-RFID functionality while others may require a sequential, layered approach. Sensormatic® is investing in forward-thinking solutions by implementing dual EAS-RFID technology, providing item level security and visibility in an ever changing retail environment.

For more information on TNS Retail Forward, visit http://www.retailforward.com/

For more information on the latest loss prevention solutions, visit http://www.sensormatic.com.



Ultra•Tag offers easy application and removal, saving an employee time at check-out while improving customer throughput.



Retailers lose \$93 billion annually to merchandise being out of stock
- IHL Group 2008

Solving retail out of stock problem completely equals 3.7% increase in sales

- IHL Group 2008

Retail CEOs expect to increase by 51% the investment around the consumer over the next 3 years

- IBM 2008

79% of customers will commit to a deeper brand relationship after a satisfying experience

- IBM CFE Retailer Studies 2007

# **In-Store**

We hope you have enjoyed reading our premiere issue of In-store, global insights to retail. We welcome your comments or suggestions on future stories by emailing InStore@tycoint.com.

If you have questions on any of the technologies discussed in this issue, by region, please visit http://www.sensormatic.com/whoweare/Contactus.aspx or contact the following regional marketing representative:

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