Empower

Empower staff, reduce shrink and accelerate transactions.

Flooid's Empower offers associates a simultaneous way to manage loss and deliver a proactive customer service – all at a safe and discreet distance. An efficient solution built for associates that enables fast intervention processing and remote monitoring of transactions and alerts.

Utilizing existing in-store POS and mobile devices, Empower delivers instant alerts to associates if a customer needs help, if a SCO goes offline, and allows them to remotely verify age restricted items. This builds upon the frictionless checkout experience as their interruptions are being monitored remotely, resulting in shorter queues and increased consumer satisfaction.

Associates monitor transactions in real-time, enabling the visual cross check of items scanned, comparing to those appearing on the live transaction feed.

If a customer acts suspiciously, the associate can verify and quickly resolve issues, including acting on 'walkaways' or 'non-payment transactions'.

Choose Empower by Flooid:

- OS agnostic
- Easy to use and deploy
- Set your own tolerances on hesitant scanning
- Immediate visibility
- Developed by SCO experts
- Real-time transaction auditing
- Available on SCO, cashier operated registers, convertible lanes, kiosks or mobile POS

flooid
a **GLORY** company

Watch the Empower video now:

> "There is still a real need for retailers to both better understand how they are affected by SCO-related losses – where, how, and why they are happening – and undertake rigorous and robust evaluations of the interventions they are employing."

The ECR Retail Loss Group

The seven core benefits of Empower:

Reduced shrink

Spot disparities in what's being scanned and what's being bagged in real-time, then decide whether to intervene.

Enhanced transaction flow

Real-time alerts allow associates to respond to customer issues immediately — even if they're not at the SCO.

Fewer hold-ups

Remote authorization for age-restricted items reduces friction and time to purchase.

Fewer walk-aways

Customers are much less likely to abandon baskets when SCO issues are addressed immediately.

Intelligent monitoring

End of transaction summaries allow shop floor teams to monitor suspicious activity.

Increased insights

Event auditing across all endpoints, including a history of alerts per device and an audit trail.

Live troubleshooting

Staff are immediately alerted if a SCO goes offline for any reason.

**Interested?
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