

 **NRF LOSS PREVENTION
CONFERENCE & EXPO**

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CONFERENCE JUNE 20-22, 2012
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What's IT got to do with it?

Orlaith Murphy, Senior Director, Gap Inc. Loss Prevention


Neeraj Tandon, Director, Gap Inc. Information Technology

 National Retail Federation®

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**Explore the dynamics of the
partnership between LP and IT to
implement business solutions
and win with technology**

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Have you tried to achieve your LP goals without engaging IT?

Have you attempted to engage with IT and have not had a great response or experience?

Have you partnered with IT and felt it has been successful?

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Storming & Forming

- Some isolated wins
 - With direct revenue generating impact
- Lesson learned- circumventing IT doesn't work!
 - Difficult to implement projects with minimal support
 - Solution may not be scalable across your organization
- A requirement to understand how both of our organizations work
 - Alignment of business priorities

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SOA (Service Oriented Architecture) components: PEOPLE (Empower decision-making), PROCESS (Align IT with business processes), PLATFORM (Access operational efficiency), PRACTICE (Enable best practice methodology).

App (Application)

Internet VPN (Virtual Private Network) connecting Regional Office, Head-office, and Remote / roaming users via the Internet.

Agile (Software Development Methodology)

Cloud Computing (Infrastructure, Platform, Application layers)

RFP (Request for Proposal)

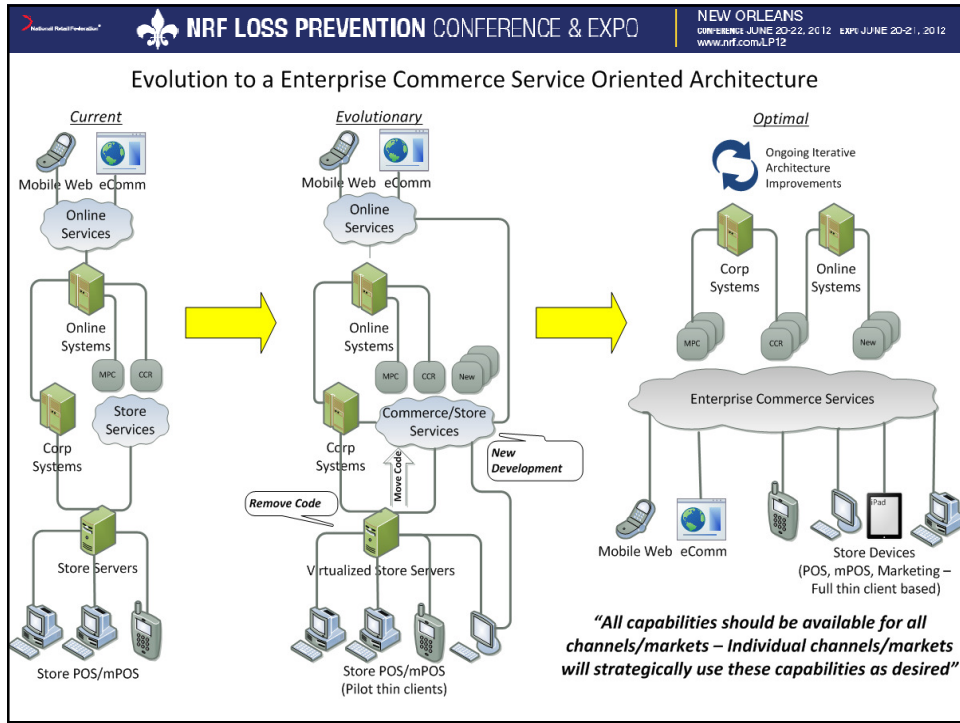
Sizing (Project Size vs. Project Complexity)

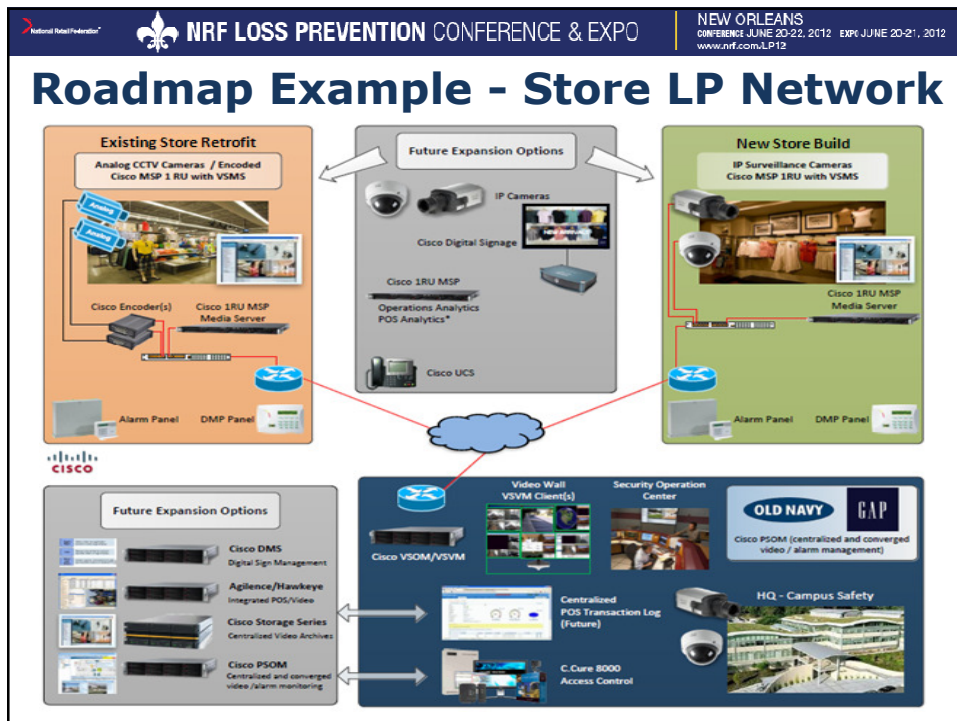
Case Management components: Knowledge Mgmt, Collaboration, Rules, CRM, Enterprise Content Management, Forms, Process, WCM, DAM, Recognition, ESR.


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Six Steps To Success

1. Develop Your Vision
2. Know Your Business & IT Plan





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Did we shrink the shrink?

- Returns Management
- Exception Reporting
- New Code of Business Conduct Hotline (In Progress)
- New Case Management System (In Progress)
- Systemic Shortage Issues
- Order Management System for Source Tagging
- Background Screening Program integration with company hiring platform

- China Infrastructure (pilot)
- Mobile POS (pilot)
- RFID (pilot)

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Partner!

Plan!

Produce!