

LPRC Research Study on OneKEY™ ecosystem

Background

THE STUDY

In 2018, the Loss Prevention Research Council conducted a research study with one of the leading U.S. hypermarket chains to better understand the effect of implementing the OneKEY ecosystem.

THE GOAL

The goals of the research study were to understand the effects of the OneKEY ecosystem on overall sales, shrink, and customer experience.



Outcome

IMPROVED CUSTOMER SERVICE

75% of associates said OneKEY ecosystem positively affects their ability to provide **customer service**.

INCREASED EMPLOYEE ACCOUNTABILITY

Associates strongly agreed that OneKEY increases associate accountability and makes their store a safer place to work.

PROVEN THEFT REDUCTION

33% decline in theft with no decrease in sales.

POSITIVE CUSTOMER PERCEPTION

Majority of customers had a positive overall impression of the OneKEY ecosystem and would prefer to shop at an store where the OneKEY ecosystem was in place compared to a store with traditional lock and key features.

