

The Security Executive Council (SEC) Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of viable options in the marketplace. Proven Solution Innovation Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This case study demonstrates how United Natural Foods, Inc. (UNFI) used the Ontic software platform to support significant improvement in incident reporting, centralized investigations, and Person-of-Interest (POI) tracking. The Security Executive Council validated these claims with the client end-user.

Risk Issues and Mitigation Opportunities:

- After an acquisition nearly doubled the company's size, the corporate security team at UNFI began training leaders to recognize concerning behaviors and signals related to potential workplace violence risks.
- The new awareness, coupled with heightened internal and external stress factors, led to a significant increase in reported incidents and the need for centralized investigations and POI tracking.
- Patching together investigative data using shared spreadsheets did not address true activity volume.
- As a corporate security and asset protection team of four covering over 50 distribution centers and multiple corporate office locations, UNFI Security quickly recognized the need to scale case management with a flexible digital solution.

Solution Requirements:

- Elevate investigations, reduce incident impact, and drive dynamic collaboration across the enterprise with a single system.
- Inform important business decisions with swifter case resolutions.
- Move faster with centralized collaboration and complete documentation at every stage of every case.
- Improve processes and avoid costs through automated trend analysis.
- Integrate with other tools – Real-time and historical public records research, connections to internal and external systems, active threat actor database.
- Integrate incident intake – Incident triage and tracking from any source, customized setup to match business processes, automated incident to investigation transition.
- Customize configuration – custom fields for consistent documentation, permission controls and audit trails for compliance, user-friendly self-service customizations.
- Include Metrics reporting – Key performance metrics dashboards, shareable reports with ready-made charts, critical insights on case progress and resolutions.



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- Centralize workflows – Automated activity timelines and analyst notes, secure storage of documents, details, and associations, task assignment, notifications, and chat.
- Achieve continuous case monitoring – Automatic scanning and alerts for new data, trend analysis and pattern recognition, cost, and recovery tracking.
- Comply with SOC 2, GDPR and other ethical governance.
- Ensure continuity of process with a Client Success team for easy implementation and onboarding, hands-on training, and ongoing support to help execute security strategy through technology.

Delivered:

- An ability to actively monitor threats against people, assets, and brand and manage investigations for potential workplace violence concerns to ensure actions are taken based on data-driven decisions and that trending patterns are closely monitored.
- Capability to investigate fraud and theft activities in and around their distribution centers and offices.
- Flexibility to customize the Ontic Platform and the extensive integrated research tools like TLO and court records, the team can track and calculate cost avoidance and recovery.
- Performance and value illustrated by reports, metrics, and dashboards that allow them to demonstrate their business impact.
- Success Team support to assist with platform customizations to support additional needs and to ensure that they can use even more platform features as their program matures.

Outcome and Benefits of Service Including ROI:

- In FY2020 – without Ontic – their recovery and cost avoidance was \$500k, and in FY2021 was \$1.2M. With Ontic it was \$2.2M in FY2022 and in FY2023 was \$4.5M. The team now conducts an average of 200 investigations in six months and provides quarterly reports to UNFI’s executive leadership team.
- Security now demonstrates their business impact in dollars and cents through measured results, optimized services and cost avoidance using key performance and value metrics that helped pay for most of their security department cost. They are now able to expand their program to make UNFI even safer, while enabling earlier fraud detection, loss prevention, process improvements and security program expansion.
- **Rich Duehn, UNFI’s Corporate Security Manager, states “The team was originally attracted to Ontic for case management and threat monitoring before realizing that Ontic could be used for much more. The strength of the partnership is central to continued success.”**
- Timely incident reporting and investigation confidence went from 5/10 to 9/10.



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"The metrics we track in Ontic and report on have supported the growth of our team from 4 to 16 because we can consistently show how our work mitigates workplace violence concerns before events occur. The training and implementation was simple. Ontic's customer service has always been top notch."

- Steve Slyter, Sr. Director of Corporate Security and Asset Protection

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 20+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. **Client end-user authenticated March 2024.**

Note: The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.

See other case studies and learn more about the SIP Program here:

<https://www.securityexecutivecouncil.com/solutions/vendor-innovations>