

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 Overhaul's innovative capabilities to reduce supply chain theft and optimize carrier performance. This was validated by the Security Executive Council and the client end-user.

### **Risk Issues and Mitigation Opportunities:**

A global provider of high-value electronic products has an Outbound team that oversees the Americas minus Mexico (inbound). The team is responsible for managing warehouses and carriers, preventing risks, handling carrier RFP, providing internal service support to Sales Operations for customer success, and auditing invoices. Before implementing Overhaul, the primary pain points for this customer were in-transit theft and carrier performance. The team needed a solution that could provide visibility from their FTL carriers to follow their Standard Operating Procedures and hold them accountable.

### **Solution Requirements:**

After exploring various risk management solutions, the customer chose Overhaul for its application and pricing. Overhaul's Bluetooth seals provided a quicker response time to thefts in real-time versus their current Provider, which was not possible with light sensors alone. The team also found that the device helped prevent incidents where the trailer door was opened but nothing was taken.

### **Delivered:**

- Provided improved visibility and accountability for their carriers, which has helped prevent in-transit theft and improve carrier performance.
- Many significant operational improvements since adopting Overhaul, such as the creation of business measures and metrics that Leadership can use to continue to optimize operations.
- The Bluetooth seals have played a crucial role in stopping thieves being able to steal cargo. The application and service help manage not only Overhaul but also their carriers, giving a better just-in-time perspective of their freight in transit.
- Overhaul's pricing and services set it apart from other risk management solutions they explored.



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## Solution Innovation Case Study: Improving Supply Chain Theft and Optimizing Carrier Performance to The Tune of \$36M+

### Outcome and Benefits of Service:

#### Program Cost (Investment):

The program cost/actuals for the years 2022, 2023, and 2024 are provided as:

2022: \$65,400

2023: \$211,148

2024: \$889,869

Total investment over three years = \$1,166,417

#### Loss Prevention Savings and Cost Avoidance:

Attempted Pilferage

2022: \$2,940,000

2023: \$7,350,000

2024: \$23,520,000

Preventive savings and cost avoidance over these years total = \$33,810,000

#### Recovered Savings and Cost Avoidance:

Recovered values for each year (shipments recovered from confirmed theft):

2022: \$735,000

2023: \$735,000

2024: \$735,000

Total recovered = \$2,205,000

#### ROI:

With total savings of \$36,015,000 (prevented losses + recovered goods) and a program cost of \$1,166,417, the ROI stands at 2987.66%. This represents nearly 30 times the original investment in returns.

*“Overhaul’s solution always gives us valuable eyes and ears on our supply chain, which has delivered additional value adds that optimize operations. The solution took 2-3 simple training sessions to embed with our Warehouse Managers and Carriers. Overhaul’s post implementation service has been terrific”*

*End User Testimonial*

### 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 **October 2024**



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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.

**A General Comparison of Competition**

<b>Client Service/Resource Attributes or Capabilities</b>	<b>Overhaul</b>	<b>Company A YES/NO</b>	<b>Company B YES/NO</b>
Use on sub-set of high value shipments	Yes	NO	NO
Uses a combination of GPS and IoT tracking devices + unique SaaS platform to identify risk events + keep thefts + spoilage from occurring	Yes	NO	NO
Offer exception(s) management	Yes	NO	NO
Provides and triggers actual events	Yes	NO	NO
Prioritizes and categorizes Risk Events	Yes	NO	NO
Gives direct corrective actions + manage escalations paths	Yes	NO	NO
Offers LE (law enforcement) Connect which is integrated with local law enforcement for theft recovery	Yes	NO	NO
Driver app is highly rated by drivers + continually updated	Yes	NO	NO

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

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