



INDUSTRY BROCHURE
NEXOMONITORING.COM

AI CAMERAS · LIVE HUMAN RESPONSE

Retail business security

AI cameras and 24/7 live human monitoring for stores, plazas and shopping centres.

24/7

Live human monitoring

AI

Powered

Days

From site visit to live

+1 (800) 639-6288

Info@nexomonitoring.com

Vancouver, BC · Canada

Licensed & Insured · ULC-827B Certified · PIPEDA Compliant

OVERVIEW

Retail business security

Retail businesses face security problems every day – shoplifting and organized retail crime on the floor, break-ins after closing, incidents in the parking lot, and disputes that later need footage nobody can find. Nexo Monitoring installs AI security cameras across your property and puts licensed officers in front of the feeds around the clock, so suspicious activity is seen and answered while it is still happening.

AT A GLANCE

24/7

Live human monitoring

AI

Powered

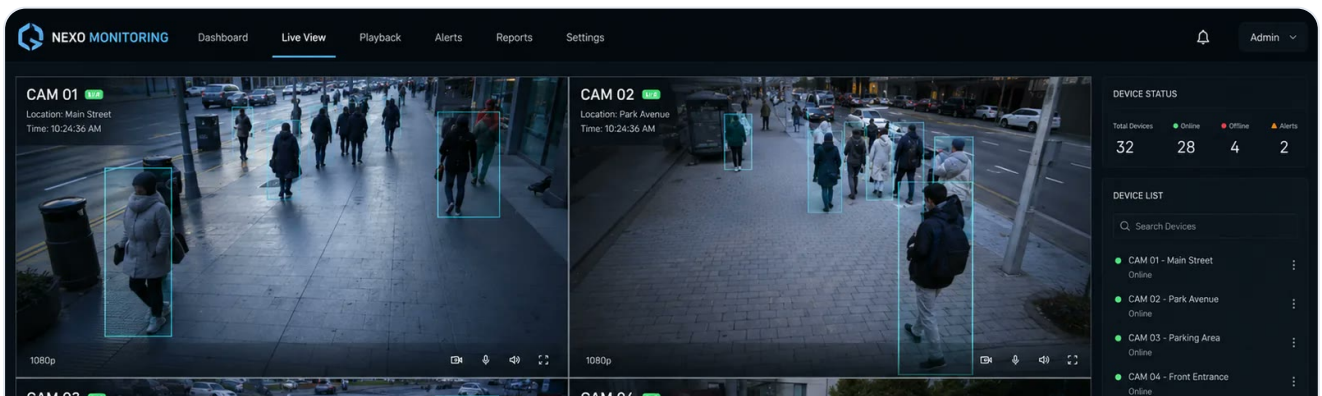
Days

From site visit to live

COVERAGE

What a typical system covers

- Entrances and exits
- Till and cash-handling areas
- Loading and service doors
- Building perimeter
- Sales floor and aisles
- Stockrooms and back-of-house
- Customer parking
- Common areas and corridors



Your feeds as the centre sees them: live view, playback, alerts and device health on one platform, with the same view available to you.

THE CHALLENGES

What we are asked to solve

01 Shoplifting & organized retail theft

Stores are frequent targets of both opportunistic shoplifting and organized groups working several locations in a day. AI-powered surveillance flags the behaviour patterns that precede a theft - loitering at high-value fixtures, repeated passes, bag preparation - early enough for staff to intervene.

02 Parking lot crime

Lots see vehicle break-ins, theft from vehicles and confrontations that put customers and staff at risk. Continuous monitoring extends coverage past the storefront to the ground your customers cross on the way in.

03 Vandalism & property damage

Storefronts and plazas collect graffiti, smashed glass and after-hours trespassing. A live voice-down while someone is still in the doorway prevents the damage rather than documenting it.

04 Unauthorized access

Stockrooms, loading docks and service corridors hold the inventory worth taking. Cameras on those doors verify who goes through them and when, including staff and contractors.

05 Customer & employee safety

A visibly monitored property is a safer one for shoppers, staff and tenants, and it reduces the liability exposure that follows an incident nobody can account for.

06 Incident investigation

High-quality recorded footage settles investigations, insurance claims, customer disputes and law-enforcement requests - without anyone scrubbing through hours of video to find the minute that matters.

Designed for the property it sits on

Camera count, placement and detection rules all come out of the site visit.

COMPLETE SECURITY SERVICES

The four constants



01

Professional AI camera installation

High-definition AI cameras across entrances, sales floors, tills, stockrooms, service doors and parking areas, designed around your floor plan rather than a fixed package.



02

24/7 live video monitoring

Trained specialists actively observe your property day and night, including weekends and holidays, and respond the moment activity is confirmed.



03

Intelligent AI threat detection

Analytics identify unusual movement, loitering and unauthorized access, and are tuned to your traffic so ordinary trading activity does not raise alerts.



04

Video recording & evidence

Every monitored event is securely recorded and packaged, giving you reliable documentation for investigations, claims and HR matters.

Licensed & insured

A certificate of insurance is provided for tenders, landlords and insurers on request.

ULC-827B certified

Our monitoring centre is certified against the Canadian standard for signal receiving centres.

PIPEDA compliant

Recorded footage is handled under Canadian federal privacy law.



THE FIRST SIXTY SECONDS

What happens between the trigger and the response

A recording nobody opens is not security. This is the sequence a confirmed event runs through, every time, in our Vancouver centre.



WHY OPERATORS CHOOSE US

Six reasons **this works**

- ✓ **Reduce theft & financial loss**
Continuous monitoring discourages theft and vandalism and protects inventory that walks out in small amounts all year.
- ✓ **AI-powered surveillance**
Smart detection reaches a decision faster and more accurately than a system nobody is watching.
- ✓ **Improved operational visibility**
Entrances, exits, docks, parking and common areas on one platform, across every location you run.
- ✓ **Around-the-clock protection**
Your location stays monitored during trading hours, after closing, on weekends and over holidays.
- ✓ **Professional installation**
Experienced technicians design and install a system around your property's layout and lighting.
- ✓ **Ongoing technical support**
Installation, maintenance, updates and support for the life of the system.

CARRIED BY EVERY SYSTEM

Included, not extra

-  **Live two-way audio**
On-site speakers so an operator can speak to a person by description, rather than triggering a siren nobody attends.
-  **Health-checked feeds**
A camera that drops offline raises its own alarm, so a blind spot is found the same night rather than after an incident.
-  **Detection zones tuned on site**
Rules set against your real traffic instead of factory defaults, which is what keeps false call-outs down.
-  **Reporting and support**
Monthly activity reporting, incident files on request, plus maintenance, updates and support for the life of the system.

WHO WE PROTECT

Properties we already monitor

Retail Stores

Shopping Centres

Strip Malls

Grocery Stores

Supermarkets

Convenience Stores

Outlet Malls

Retail Plazas

Shopping Complexes

Property Management

Big Box Retailers

Home Improvement Stores

HOW IT RUNS

From first call to live

Nothing is charged before you have seen the design and the monthly figure, and nothing is installed before you have approved where it goes.

01 Free site visit

A certified consultant walks the property, notes sightlines, power, network and the routes people actually take. No charge, no obligation.

02 Design & quote

You get a camera plan drawn on your own site map, the detection rules proposed for each zone, and one fixed monthly figure.

03 Installation

Our technicians mount, aim, cable and configure every camera, speaker and recorder, then test each detection zone on site.

04 Tuning week

Rules are calibrated against your real traffic for the first week – staff arrivals, deliveries, cleaners – until alerts reflect genuine exceptions.

05 Live monitoring

Your site joins the wall in Vancouver. You get monthly activity reporting and an incident file for anything that escalates.

AI

Powered

Free

Site visit and quote

None

Lock-in contract

BEFORE YOU CALL

Frequently asked

If your question is not here, the monitoring centre answers the phone at any hour – including the hours you would be calling about.

How does retail security monitoring work?

We install AI-enabled cameras throughout your property. Our monitoring team watches the live feeds and responds to suspicious activity in real time, rather than leaving you a recording to review afterwards.

Can your system help reduce shoplifting?

Yes. AI detection combined with live monitoring identifies suspicious behaviour quickly, which allows early intervention – the point at which theft is still preventable.

Do you install the cameras?

Yes. We provide complete system design, professional installation, configuration, testing and ongoing maintenance.

Can multiple locations be monitored?

Yes. Stores, centres and commercial properties are monitored centrally through one integrated platform, with reporting per site.

Is recorded video available after an incident?

Yes. Footage is stored securely and supports investigations, insurance claims and law-enforcement requests.

Can you use our existing cameras?

Often, yes. We assess your current system and integrate compatible cameras into the AI monitoring platform where it makes sense.



THE BOTTOM LINE

Ready to protect **your business?**

Retail depends on an environment that feels safe to shop in and holds on to its inventory. AI surveillance backed by 24/7 live monitoring reduces theft, improves staff safety, limits property damage and shortens the time between an incident and a response – so your team can focus on customers.

Book a free site visit

AI Powered, no obligation and no lock-in contract. A certified consultant assesses the property, designs the system and quotes it – and most sites go live within days.

CALL 24/7

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EMAIL

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ONLINE

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BASED IN

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