"Contego's platform enables security checks to be done at speed, improving operational efficiency and reducing cost"

Westfield

Case study

WORLD LEADER FOR SHOPPING
Destinations in London, New York, San Francisco and Los Angeles

435 MILLION CUSTOMERS
Annual visitors to Westfield shopping centres

$17 BILLION IN RETAIL SALES
$17 billion retail sales 2014

Executive Summary

For Westfield, security is key. Westfield conducts pre-employment checks on all personnel to its White City and Stratford malls, including retail employees, contractors and other visitors that request access to secure areas within the company's shopping centres.

Westfield identified the need to streamline the data capture process associated with the issue of security access cards to the company's facilities. After testing, Westfield selected Contego to provide multi-point third-party verification and screening for retail employees and contractors.

About Westfield

Westfield Corporation is one of the world's leading shopping centre companies with iconic retail destinations in London, New York, San Francisco and Los Angeles among its portfolio of 34 centres.

Last year approximately 435 million customer visits to Westfield Corporation shopping centres generated $17 billion in retail sales.

The Challenge

Pre-employment and pre-entry checks involved considerable time and effort to undertake, including extensive manual entry of an applicant's personal data by Westfield's security team. The company needed a technology solution that would streamline the capture of individual's data as well as conduct the checks associated with pre-entry screening.

The Solution

Contego provides Westfield with a customised application form that allows the company to transfer the entry of data from the security team to the individuals requesting secure access to Westfield's facilities.

In real-time, Contego receives data submitted via the online application form and performs a series of checks to verify the applicant's identity, and identify risk factors. Once Contego completes the checks it delivers a pass/fail result and sends the data to the management console for Westfield's review.

When the applicant arrives at the security desk, before issuing a security card, Westfield's team conducts a final face-to-face check, including verification of their ID documents through the Keesing system.

TOTAL APPLICANTS
10,000+ applicants processed through Contego

HITS AGAINST BANNED LIST
Multiple hits against internal banned ASBO list

FALSE ID DOCUMENTS
Hits against law enforcement data

ARRESTED & REMOVED
Individuals arrested and removed from site

Key Features

Contego is an online platform which helps simplify, speed up, and improve the quality of risk, compliance and anti-fraud decisions.

SINGLE-POINT SOLUTION
Aggregates 'best of breed' data sets in one platform

REAL-TIME ID VERIFICATION
Validated risk score in seconds on individuals and businesses

ENHANCED DUE DILIGENCE
Reduces risk of reputation damage

IMPROVED COMPLIANCE
In-depth AML and KYC checks reduce fraud and mitigate risk

OPERATING EFFICIENCY GAINS
Single-point check on multiple data sets. No re-keying of data, improves accuracy

FULLY SECURE
Peace of mind regarding security, compliance and data protection

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Contego's solution allows Westfield to conduct checks against law enforcement data of false, counterfeit and fraudulently obtained documents. In addition, Contego uses Westfield's internal ASBO list to prevent an individual arrested for shoplifting, for example, from securing employment within the company's shopping centres.

How did Contego help?

By aggregating 'best of breed' data from a variety of sources, including law enforcement agencies, commercial suppliers, and open data sources, Contego helps Westfield conduct real-time pre-entry identity verification retail employees, contractors and other visitors that request access to secure areas within the company's shopping centres.

Why Contego?

Contego allowed Westfield to remove manual data entry from the security team's list of responsibilities, without compromising the accuracy and integrity of the checks applicants undergo. Today, Contego's solution allows Westfield to issue security passes to employees, retail staff, and contractors with confidence, while minimising the company's administrative burden.

In order to ensure the authenticity of identity documents Westfield uses Keesing to complement its suite of market-leading due diligence and fraud protection systems. After deploying Contego's platform Westfield now enjoys:

✓ IMPROVED SECURITY processes with the ability to quickly cross-check information from multiple data sets and law enforcement agencies.

✓ MORE EFFICIENT PROCESSES automate and streamline the data capture process for issuance of security access cards; reducing time and costs.

✓ FULL AUDIT TRAIL from every transaction, ensuring peace of mind regarding security, compliance and data protection.