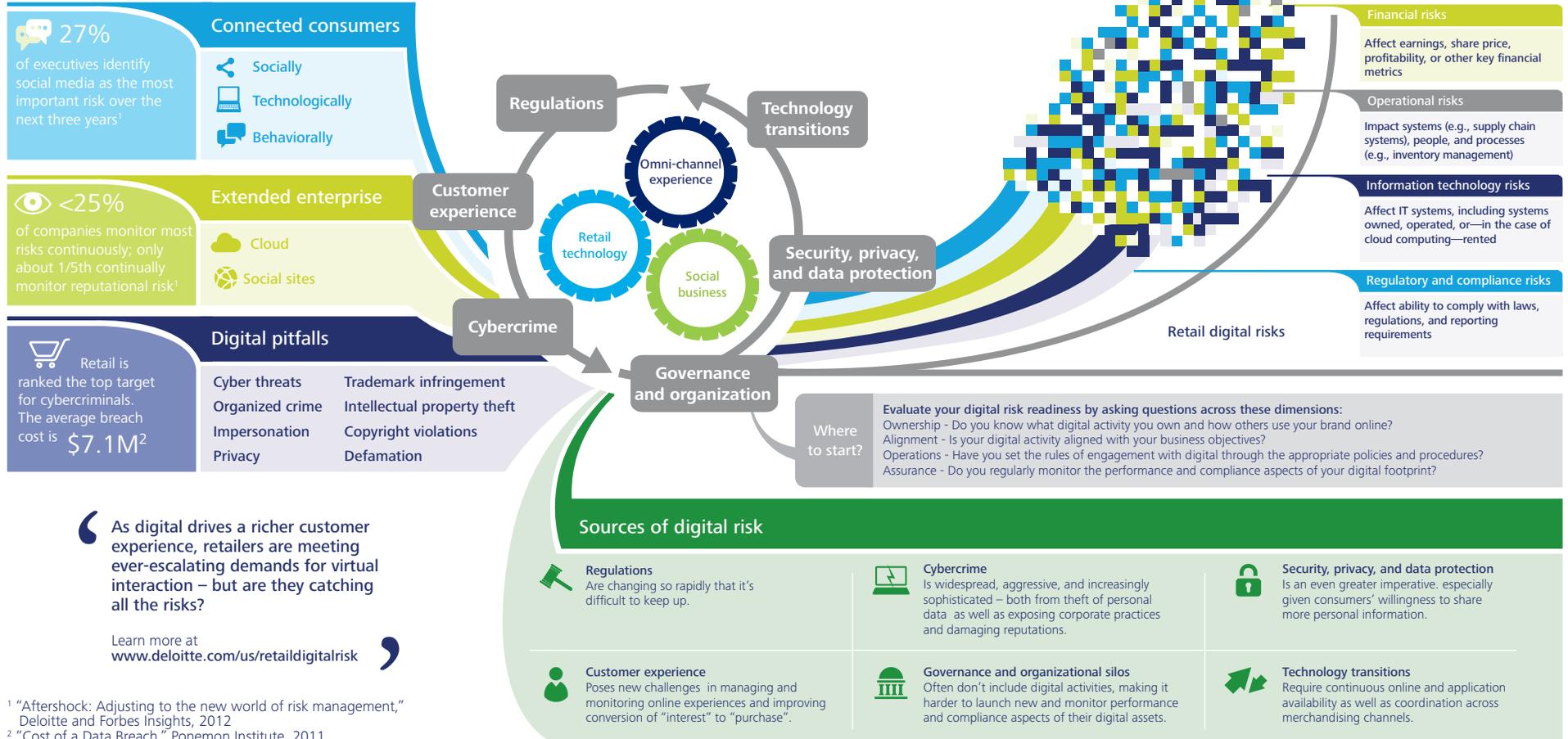


Digital forces of social, omni-channel shopping, and retail technology are creating wave after wave of interconnected risks

Changing customer

Technology has given rise to a new kind of connected consumer and worker causing retail organizations to fundamentally rethink almost every aspect of their operations



As digital drives a richer customer experience, retailers are meeting ever-escalating demands for virtual interaction – but are they catching all the risks?

Learn more at [www.deloitte.com/us/retaildigitalrisk](http://www.deloitte.com/us/retaildigitalrisk)

<sup>1</sup> "Aftershock: Adjusting to the new world of risk management," Deloitte and Forbes Insights, 2012  
<sup>2</sup> "Cost of a Data Breach," Ponemon Institute, 2011

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