



How Brooklyn Fare cut slip-and-fall claim review time **by 75%** using existing cameras

COMPANY

Brooklyn Fare

Industry Grocery

Location New York City

Brooklyn Fare operates specialty grocery stores across New York City, where customer safety and incident management are essential to daily operations.

01 THE CHALLENGE

Finding slip-and-fall footage took hours

When a customer slipped or fell, reviewing the incident quickly was critical. But finding the right footage was often the biggest challenge.

Teams had to search through hours of recorded video to find the exact moment an incident occurred. This delayed claims reviews and made it harder to gather the evidence needed to understand what happened.

IN THEIR WORDS



Before Spacture, finding the footage we needed could take hours. Now, we can find the exact moment almost immediately and share it with the right team.

Store Operations or Loss Prevention Leader
Brooklyn Fare



02 THE SOLUTION



Find the footage that matters

Brooklyn Fare kept its existing cameras. Spacture AI made it easier for teams to find, review, and share footage related to slip-and-fall incidents.



Faster incident review

Teams can use a visual timeline to locate relevant footage without manually searching through hours of recordings.



Evidence for claims

Time-stamped footage helps teams review the sequence of events and share relevant evidence with the people handling a claim.

03 THE RESULTS

75%

Less time spent reviewing claims

25%

Fewer disputed claims

By making incident footage easier to access, teams can review claims with relevant video evidence while spending less time searching through recordings.

Find the footage that matters. Faster.

Spacture AI helps retail teams investigate customer incidents, access relevant video evidence, and manage claims using the cameras they already have.

[Schedule a Demo](#)