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Grocery Retailer Reduces Shrinkage, Improves Checkout Speed with Toshiba ELERA® Security Suite



A Tier 2 grocery retailer was looking for ways to reduce shrinkage while improving the speed of checkout at self-checkout lanes. Toshiba and Pomeroy partnered to solve these challenges by equipping the client with Produce Recognition and Loss Prevention, two solutions from the Toshiba ELERA® Security Suite.

The Challenges

For grocery retailers, it's essential to provide a seamless, efficient customer checkout experience. While self-checkout lanes are an excellent way to address this challenge, they can also introduce potential shrinkage risks. This client, a Tier 2 grocery retailer, needed solutions to reduce shrinkage while improving the speed of checkout at the self-checkout lanes.

The Solution

To address the client's requirements, Toshiba and business partner Pomeroy collaborated to implement two solutions from the Toshiba ELERA® Security Suite, an end-to-end edge computing solution that helps retailers analyze customer behavior to improve checkout experiences, provide actionable insights to mitigate risks, and increase customer throughput while reducing shrink. The solutions were Produce Recognition, which uses artificial intelligence to increase scanning accuracy and reduce the need for staff intervention, and Loss Prevention, an integrated self-checkout loss prevention solution that uses TCx® EDGEcam cameras mounted on SCO hardware.

For both solutions, Toshiba took the lead on the custom development needed for this client's environment. Then, Pomeroy procured and resold the necessary equipment for each solution, providing information on the client's POS environment and testing the solution for that specific environment. Toshiba and Pomeroy partnered to help the client with the production implementation, promptly addressing any questions or issues that arose during the pilot phase to ensure a smooth rollout. Regular reporting was an important part of the implementation to help the client learn how to use the tool and understand its potential for their business.

Leveraging the partnership and expertise of Toshiba and Pomeroy provided the client with a streamlined experience that addressed their business concerns.

Results

The client has been so satisfied with the performance and ROI of Produce Recognition that they have deployed it to all of their production sites. And while Loss Prevention is still in a pilot phase, the initial performance has been very positive, and the client will potentially deploy it to more production sites in 2025.

The two solutions from the Toshiba ELERA Security Suite combined with the seamless partnership of Toshiba and Pomeroy have helped this grocery retailer client achieve their goals of reducing shrinkage while improving the speed of checkout at the self-checkout lanes.

Explore how Toshiba [ELERA Security Suite](#) and [Pomeroy](#) can help you reduce shrink/theft, enhance the customer experience, and improve the speed of checkout at self-checkout lanes.

About Toshiba

Toshiba Global Commerce Solutions empowers retail to thrive and prosper through a dynamic ecosystem of smarter, more agile solutions and services that enable retailers to resiliently evolve with generations of consumers and adapt to market conditions. Supported by a global organization of devoted employees and partners, retailers gain more visibility and control over operations while enjoying the flexibility to build, scale, and transform retail experiences that anticipate and fulfill consumers' ever-changing needs. Visit commerce.toshiba.com and engage with us on X, formerly known as Twitter, Facebook, LinkedIn, Instagram, and YouTube to learn more.

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