

Regional Grocery Chain Boosts Self Checkouts By 55% By Embracing a Hybrid Lane Strategy



The Opportunity

A regional grocery chain with 200 stores across seven U.S. states needed to adopt a modern checkout experience that would support customers and staff across all locations.

This growth opportunity highlighted areas to improve operational efficiency, specifically by addressing staffing shortages and product management processes.

To advance these objectives, the company needed to:

- Address cashier shortages and higher labor expenses with the latest technology
- Minimize friction during checkout
- Design a modern and flexible checkout experience, while preventing shrink
- Implement infrastructure upgrades while maintaining uptime and store performance



The Solution: An Intelligent Checkout Ecosystem

To address these challenges and move closer to the desired outcomes, the grocer worked with Pomeroy to implement a full suite of innovative solutions to modernize the checkout lane.

These comprehensive solutions included:

- End-to-end systems integration and front-end checkout transformation
- A flexible lane strategy that included self-checkout, convertible dual-use lanes (for either a cashier or self-checkout), and mobile manager enablement
- AI-driven computer vision for loss prevention and product recognition
- Shrink and theft prevention embedded at the edge—without slowing shoppers



The Impact

By updating core checkout technology, the company reduced IT staffing requirements by simplifying operations and increasing flexibility.

Other quantifiable business outcomes include:

- The checkout mix shifted from 15% self-checkout (SCO) to 70% SCO / 85% self-service transactions
- Reduced cashier labor while maintaining customer throughput
- Enhanced shopping experience powered by AI and cloud technologies
- Increased basket size and transaction efficiency
- Lowered shrinkage and theft with secure, intelligent loss prevention

Pomeroy's trusted partner model focuses on long-term outcomes, not one-time installs. This approach continues to deliver measurable results across labor, experience, and profitability for our clients across the retail sector.



Your organization can achieve similar outcomes with Pomeroy's Retail Technology Solutions*

Labor Cost
Reduction
up to
15%

Shrink
Reduction
up to
60%

Checkout Throughput
Increase
up to
40%

Queue Time
Reduction
up to
30%

Basket Size
Increase
up to
20%

*Based on industry benchmarks and comparable retail environments, including research from McKinsey & Company, Everseen, RBR Data Services, Capgemini, and Deloitte.

RETHINK YOUR RETAIL TECHNOLOGY ENVIRONMENT.

Discover what's possible with a more modern, scalable retail technology environment. Scan the QR code to get started.

