



# AI Tray Scanners save 10+ hrs of queue time

UK's largest investment company retrofitted their workplace cafeteria with AI Tray scanning technology .  
Moving away from tills & retail checkout kiosks to a one stop shop Counter Service model.



## The Ask

Accomodate a large footfall, improve efficiency and increase revenue



## The Challenge

Retro-fit a digital solutions in a space that hasn't been designed with the technology in mind.



## The Solution

Replace existing tills and kiosks with a bank of 5 AI tray scanners, Upgrade connectivity to manage demand.



## The Outcome

- 10+ hrs of queue time saved
- 7-12 transactions per min
- 75% labour saving

## OUR SUCCESS

This Counter Service model successfully manages large volumes of customers. Reduces wait times, enabling a higher ATV and transaction rate at peak times. Capable of recognising individually priced retail, hot and cold food and drinks all together on one tray. The technology is faster and more accurate than a traditional cashier checkout. 98% Of customers surveyed would recommend the AI Tray Scanner to their colleagues.

## CONSIDERATIONS

- A streamlined menu offer, agreed service levels and consistent serving methods to insure accuracy and speed.
- Remove Cashiers and reutilised as floor staff, assisting customers and replenishing stock during trading peak times.
- New ways of working requires re-training of food service staff, who are critical to the success of any operational model.
- Post set up, any ad-hock daily dish changes will be required to have their image captured on the AI tray scanner prior to service.
- Network connectivity and data cabling requirements need to be factored in to ensure network reliability, laying a strong foundation for smooth operations.



# +69%

Average transaction value compared with like for like period .