

A background image of a retail store aisle with shelves stocked with products, partially obscured by a blue diagonal graphic element.

Register and Camera Solutions for Global Retail Chain

THE ISSUE

Since 2018, Wachter has been at the forefront of register and camera installations for a global retail chain. The customer's stores are large, fast-paced environments, and maintaining store operations while upgrading technology is a delicate balancing act--downtime is not an option. A disruption of even an hour can affect sales by \$5,000,000, according to an Information Technology Intelligence Consulting (ITIC) survey.

Using advanced analytics to detect missed scans or incorrect item scans, the cameras installed at each register are crucial for tracking and preventing theft. This precise installation, which involves coordinating with multiple teams and maintaining a one-inch margin for camera alignment, demands meticulous planning and execution.

THE SOLUTION

Wachter's team has worked closely with the customer's store to deliver a seamless integration of camera systems and register upgrades. Our solution spans several key areas:

Camera Systems at Registers:

A camera installed over each register uses sophisticated analytics to track items being scanned. For example, if a customer tries to bypass scanning a product, the camera, equipped with miss-scan detection software, immediately alerts a store associate monitoring self-checkout. The camera system can even differentiate between items of similar sizes, ensuring that all items are properly accounted for.

Camera Integration with Shopping Carts:

Wachter also installs bottom-of-basket (BOB) cameras, designed to detect items placed at the bottom of shopping carts. These BOB cameras use the same analytic technology to flag any unscanned items, notifying associates at the register to verify that all items in the cart have been scanned.

Timely Installations and Upgrades:

To minimize disruptions to store operations, Wachter deploys new register and camera systems in stages, typically overnight. Wachter's Rollout team services up to 400 sites per year, working with a company who specializes in point-of-sales (POS) products to upgrade registers and install the cameras to complement the latest technology and register designs. The POS specialist provides the hardware for the registers, while Wachter is responsible for the low voltage cabling, setting up the necessary connections to support the register systems.

The installation process is carefully staged, with Wachter's crew pulling cables and wiring a few nights ahead of the installation. Then the hardware replacement takes place overnight, with crews installing new registers, cameras, and other devices by the time the store opens the next morning. Part of Wachter's pre-installation service included ensuring all cameras were operational before arriving on-site. They captured field-of-view data and identified potential issues, allowing Wachter to address any camera malfunctions in advance. This early intervention minimized on-site repair time, ensuring the deployment proceeded without setbacks.

THE RESULTS

Despite the challenges of coordinating upgrades at thousands of stores, Wachter technicians and support teams work in tandem to ensure projects are completed on time and on budget. Wachter's work extends beyond the registers, with camera systems integrated into the customer's supply chain and new automation initiatives. This integration streamlines operations and improves overall supply chain visibility, supporting the customer's broader push toward automation.

Wachter's expertise in register and camera systems has enhanced this customer's ability to prevent theft, improve store efficiency, and integrate with new automation systems. Our ongoing commitment to providing high-quality service has made Wachter a trusted partner for the customer's technology upgrades and rollouts across the U.S.

KEY CUSTOMER TAKEAWAYS

Enhanced Loss Prevention

The cameras installed at the registers, along with the BOB cameras, have significantly enhanced the customer's ability to prevent theft and reduce shrinkage. The miss-scan detection and real-time alerts help associates identify and address issues immediately, preventing losses that might have gone unnoticed.

Zero Downtime

Wachter's approach ensures minimal disruption to store operations. The work is completed overnight, and by the time stores reopen, the new systems are fully operational. This seamless transition helps our customer maintain smooth operations, even during large-scale technology upgrades.

Timely Support and Troubleshooting

By conducting pre-installation checks and identifying potential issues beforehand, Wachter ensures systems are operational from day one.

