Retail & Commerce

AI FOR SCALES: FRUITS, VEGETABLES, AND BAKERY

Implemented in: Chile

Challenges:

- **Recognize variations** in lighting, shadows, scale positioning, partially occluded products, and other factors.
- **Maintain model performance over time,** even as conditions change (new packaging, bagging, environment), which may require adjustments and model retraining.
- **Meet privacy standards and legal requirements,** ensuring image protection and safeguarding customer/consumer rights.

Business objective:

Implementation of AI on scales in one store for the fruits, vegetables, and bakery sections, enabling image recognition for automatic product identification when items are placed on the scale.
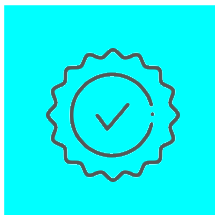
SONDA®
make it easy

Solution Benefits:

Scalable and adaptable, with rapid implementation in existing, operational stores; 93%–95% accuracy, used on average in 400 purchases per day.
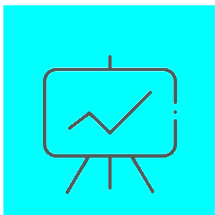
High-precision product recognition in large data volumes, reducing reading or identification errors.

Automatic learning with larger data volumes, as it is a Deep Learning solution tailored for retail.

Process improvements that deliver a better customer experience, enable new business models, and increase operational efficiency.