Pensa

Improving grocery retailer gap scan accuracy and store labor efficiency

SITUATION Grocery retailers are facing operational challenges that drag on profitability and impact their ability to optimally serve their customers. Labor shortages have driven up labor costs and brought less experienced workers onto the store floor. Supply shortages have made keeping products available to buy on the shelves a significant concern, especially given a lean labor force. Grocery retailers are seeking to mitigate labor costs to positively impact store profitability and to improve store associate efficiency in keeping shelves stocked. Pensa partnered with a leading national grocery retailer to prove out the value of automated shelf intelligence both to improve gap scan accuracy as a path to better on-shelf product availability and to make store associates more efficient by significantly reducing the amount of time they spend gap scanning.

GAP DETECTION ACCURACY

	LEGACY SCAN	PENSA	IMPROVEMENT
Store 1	35.6%	93.3%	⬆ 162%
Store 2	52.3%	95.2%	⬆ 82%
Store 3	57.1%	93.9%	⬆ 64%

SCAN TIME
(seconds per segment)

Current Gap Scan Pensa

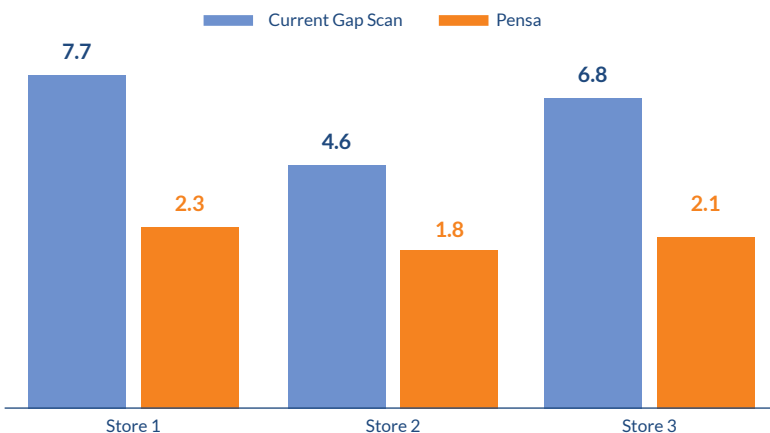|	Store 1	Store 2	Store 3
Current Gap Scan	7.7	4.6	6.8
Pensa	2.3	1.8	2.1

IMPROVED SCAN ACCURACY

A traditional gap scan process was completed, closely followed by a scan using Pensa. The retailer completed a detailed audit to measure scan accuracy against actual shelf conditions.

Pensa's gap detection accuracy per the audit was 94%. Pensa's overall accuracy was 99%.

Pensa's gap detection accuracy was a significant improvement over the retailer's existing gap scan process, in one case a 162% improvement.

REDUCED SCAN TIME

Store associates scanned using existing process and then using Pensa. Pensa scanning was significantly faster than the existing retailer gap scan process.

Pensa scanning averaged 2 seconds per shelf segment versus over 6 seconds per shelf segment in the retailer's existing scan process.

Pensa can scan an entire grocery store for this retailer in approximately 35 minutes.