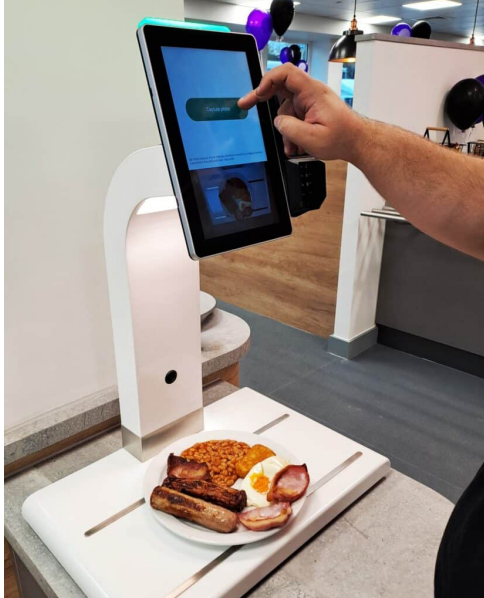


BM trials AI self-checkout system

4 months ago



BM Caterers is trialling artificial intelligence (AI) self-checkout systems across two client sites, which if successful could be rolled out further in 2025.

The business is trialling the new technology at the headquarters of a logistics specialist in Crewe and a London-based law firm.

The Deligo AI self-checkout automatically recognises items without needing to scan a barcode, which is hoped to automate routine cashier tasks and allow staff to focus on higher-value customer interactions, as well as reduce queues and product recognition errors or 'shrinkage'.

Customers place all their items on a tray at the same time, which are instantly recognised and their combined value calculated.

As well as packaged products, using dual camera technology the system can also recognise freshly prepared food, for example the different elements of an English cooked breakfast, either on a plate or in takeaway packaging. As part of the tech, all non-food items on the tray such as phones or keys are ignored. Items can be detected even if placed close together.

Following a successful trial, BM anticipates rolling out Deligo AI self-checkout across 15 further client sites by early 2025.

Antony Prentice, BM managing director, said: "I have seen a couple of demos of the Deligo smart tills now and have to say I was massively impressed with how the tech has evolved since the very early days of AI tills. This trial gives us a fantastic opportunity to now see how the tills work in practice in busy environments and also how they are received by both our customers and team members alike."