nagarro | SUPERSMART

Table Smart – SAP Customer Checkout

Seamless AI Checkout powered by Tablesmart & Nagarro

Initial situation



- **Queues & Staff Shortages:**
  Customers are frustrated by long checkout lines, while retailers struggle to find sufficient staff.
- **Self-Checkout Friction:**
  Traditional Self-Checkouts (Scan & Go) transfer the work to the customer, are often slow due to manual scanning, and are prone to user errors.
- **Integration Silos:**
  Innovative AI cashier solutions often exist as isolated islands outside the established SAP IT landscape, leading to data inconsistencies.

Goal



- **Next-Gen "Drop & Go" Experience:**
  Implement a revolutionary checkout solution where customers simply place items on the counter—no barcode scanning required.
- **Seamless SAP Integration:**
  Utilize the proven logic of SAP Customer Checkout (CCO) as the POS engine in the background to ensure data integrity and fiscal compliance.
- **Flexible Backend:**
  Connect to SAP S/4HANA Retail Cloud for centralized master data
- **Loss Prevention:**
  Drastically reduce shrinkage through AI-supported validation of the entire shopping basket in one go.

Services & Competency



Nagarro provides end-to-end implementation and integration:

- **TableSmart Implementation:**
  Setup of the "TableSmart" hardware (Kiosk, cameras, scales) for automatic, instant product recognition.
- **Training of recognition models (Product Recognition Engine):**
  Identify items visually.
- **SAP Customer Checkout (POS) Integration:**
  Connecting TableSmart to SAP CCO to handle the actual payment processing, receipt generation, and transaction logic invisible to the user.
- **Utilization of CCO:**
  Plugins for loyalty programs and vouchers.
- **Backend Integration (SAP S/4HANA - Optional):**
  Integration of SAP S/4HANA Retail Cloud as the central backend for article master data and pricing via cloud integration.
- **Alternative:**
  Connection to existing ERP systems.
- **Customizing & UX:**
  Adaptation of the shopper interface to match the retailer's corporate design for a seamless brand experience.

Customer benefits

Fastest Checkout Possible:
Capture the entire shopping basket in split seconds using AI Vision technology instead of scanning item by item.

Security & Compliance:
Reliable transaction data and fiscal security through the use of SAP Customer Checkout.
Reduced shrinkage through AI validation and weight cross-checks.

Future-Proof IT Landscape:
Investment protection by leveraging strategic SAP platforms (CCO & S/4HANA).

Enhanced Customer Experience:
Elimination of queues and the "scanning work" creates a effortless and magical shopping experience.