



Self-Checkout Meets AI: How Partner Tech and Intel Transform Retail

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Retail is changing faster than ever. Shoppers expect speed, convenience, and personalization—while retailers face mounting pressure from labor shortages, theft, and tight margins. Traditional checkout models can't keep up with these demands, making intelligent self-checkout (SCO) a cornerstone of modern retail transformation.

“Retailers are no longer just investing in point-of-sale technology—they’re investing in experiences and technologies that improve the bottom line,” says **Sandra Hsia, CEO at Partner Tech USA**. “AI-driven self-checkout is one of the most impactful ways to enhance that experience while improving efficiency and protecting profitability.”

Traditional self-checkout systems often fall short of delivering the seamless experience customers expect. Shoppers frequently encounter scanning errors or product recognition issues, leading to interruptions and staff intervention. At the same time, many of these systems lack the intelligence to detect or prevent theft effectively—contributing to rising shrink and lost profits.

Partner Tech’s self-check with artificial intelligence is changing that. By enabling self-checkout systems to see, analyze, and adapt in real time, Partner Tech’s AI-powered SCO solutions helps retailers overcome long-standing challenges like slow transactions, manual errors, and crime prevention. The result is a faster, more intuitive checkout that improves both customer satisfaction and store performance.

With Partner Tech’s **AI-powered computer vision and self-learning scale**, the SCO can automatically identify products—including unpackaged items like produce or baked goods—without relying solely on barcodes. The crime prevention uses **anomaly detection algorithms** to spot irregular behaviors or unscanned items in real time, reducing shrink without disrupting legitimate shoppers. At the same time, **adaptive user interfaces** respond to shopper behavior, offering clear prompts and guidance for a faster, frustration-free experience. Together, these AI capabilities minimize staff interventions, prevent theft, and create a more efficient and enjoyable checkout for customers.

Beyond the checkout lane, AI unlocks valuable insights into store operations and shopper behavior. **Real-time store analytics provide insight to how the self-checkout stations are performing** and help retailers optimize staffing and proactively address problems before they escalate.

The Power Behind the Intelligence

These innovations depend on a robust, secure, and high-performance POS device with a powerful processor. Partner Tech's SCO solutions—[Starling, Paula](#), and [Alfred](#)—are built on **12th Gen Intel® Core™ i3, i5, and i7 processors with Intel vPro® technology**.

Partner Tech's self-checkout systems use a **hybrid architecture** that **blends on-device intelligence** with **cloud connectivity**. Powered by **Intel® architecture**, these systems perform real-time **AI inference** and **computer vision** directly on the device—minimizing latency and reducing dependence on the cloud. The result is fast, reliable checkout performance paired with cloud-based analytics, remote management, and continuous optimization across every store location. Meanwhile, Intel vPro adds hardware-enhanced security and remote manageability, critical for large-scale deployments across distributed retail environments.

Unified Hardware and Software Innovation

Partner Tech's **Otter SCO software** suite powers all three SCO models, offering a unified, modular platform that can be integrated with store's traditional POS system and adapted to any retail layout—from convenience stores to big-box supermarkets and retailers. Together, Partner Tech and Intel deliver a scalable, end-to-end solution that reduces operational complexity and accelerates time to value.

This combination of AI, hardware, and software creates a differentiated experience:

- **Speed:** Faster transactions, fewer interventions and reduced wait times.
- **Security:** Intelligent crime prevention that reduces shrink.
- **Scalability:** Consistent performance with support for one to thousands SCO terminals.
- **Satisfaction:** Frictionless interactions that keep customers coming back.

A Smarter Future for Retail

AI-driven self-checkout represents more than a technology upgrade—it's a **strategic shift** in how retailers enhance customer experiences, streamline operations, and strengthen brand loyalty. As AI continues to evolve, Partner Tech and Intel are working together to push the boundaries of retail automation, transforming every checkout into a moment of efficiency, trust, and connection.

"By combining Intel's high-performance computing with Partner Tech's innovation in self-service technology," Hsia adds, "we're empowering retailers to not only adapt but thrive in an AI-driven future."

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