



CANDLER HOSPITAL

Case Study

Candler Hospital is a non-profit hospital located in Savannah, Georgia. It was founded in 1804 and has grown into a 384-bed facility with over 3,000 employees. Candler Hospital provides a wide range of medical services, including cancer care, heart, and vascular care, women's health services, and more.

Challenges

Hospital employees working outside of regular hours often face challenges when it comes to finding convenient and accessible meal options. However, the Morrison team at Candler Hospital recognized the potential for new solutions to address this issue. Using AI self-checkout and creative thinking, they developed a plan to make the hospital's Smart Byte Market available 24/7 to provide employees with much-needed meals.

To ensure that the market was accessible around the clock, the team had to overcome several obstacles. For instance, they needed to find a way for employees to make regular transactions while the space was unattended. Additionally, many hospital workers typically leave their wallets and phones in lockers during their shifts.

To address these issues, the operators implemented self-checkout capabilities by installing an AI-powered Mashgin unit in the market. Mashgin self-checkout has proven to be demonstrably faster than traditional checkout, as much as 400% faster than a



At a time when resources are stretched, having a secure retail location that's available 24/7 with coffee, salads, sushi, and sandwiches has been an incredible hit with our team, especially those that work late nights and weekends.



Peter Nyamora

VP of Ancillary Services
St. Joseph's / Candler

Results

110%

110% Increase in Sales

The Smart Byte Market saw a 110% boost in sales from pre-pandemic highs.

11 sec

11-Second Transaction Times

The average transaction time for Smart Byte Market customers is 10.99 seconds.

ABOUT MASHGIN

Mashgin is the world's fastest self-checkout system. Using computer vision, Mashgin identifies items and instantly rings them up all at once. Customers simply place down their items and pay. Transactions on Mashgin are up to 400% faster than a cashier and 800% faster than traditional self-checkout solutions, resulting in shorter lines, more sales, and happier customers.

400M

Transactions

3.7K

Locations

4x

Faster



cashier and 800% faster than conventional self-checkout. The team also leveraged employee badges as payment cards through a CBORD integration, as these badges already functioned as keys that employees always have on their person. The team updated the physical space by adding security cameras and renovating it to allow for more retail display areas.

Thanks to the speed of Mashgin self-checkout and ease of payment made possible with CBORD, the changes made were highly successful. As a result, the operators saw increased foot traffic and usage of the Smart Byte Market by hospital staff working all shifts. With more food options, new ways to pay, and expanded hours of operation, Morrison saw additional revenue from increased sales—67% since reopening in Jul '21 and 110% higher sales in March '22 compared to Oct '20 (pre-reopening).

By implementing just a few adjustments like

those made at Candler Hospital's Smart Byte Market, unattended markets can become positive contributors to operating margins due to increased service hours and serviceable populations. The success of this initiative highlights how digital solutions can benefit healthcare facilities by providing convenient services that support employee satisfaction while generating additional revenue streams. As hospitals face increasing pressure to cut costs and increase efficiency, this approach can serve as a model for other healthcare facilities looking to implement similar solutions.



ST. Joseph's | Candler

Venue:

St. Joseph's/Candler

Industry:

Healthcare

Location:

Savanahh, Georgia



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