DN Diebold Nixdorf

👤 **Company**
Diebold Nixdorf

🏛 **Industry**
Retail

📦 **Solution**
Facial age estimation

🧩 **Implementation**
API

Diebold Nixdorf (NYSE: DBD), Incorporated, automates, digitises and transforms the way people bank and shop. As a partner to the majority of the world's top 100 financial institutions and top 25 global retailers, our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers each day. The company has a presence in more than 100 countries with approximately 21,000 employees worldwide.

Visit www.dieboldnixdorf.com for more information.

From 2 minutes to 10 seconds: how Diebold Nixdorf and Yoti are transforming and speeding up age verification at self-checkouts

Challenge

Age verification is a critical process in retail environments, especially where the sale of age-restricted products like alcohol and tobacco is involved. The traditional manual method, which involves a store attendant visually checking identification, is often slow, error-prone, and can result in negative customer experiences.

Manual checks also place a heavy burden on retail employees, increasing their stress levels and taking time away from other essential tasks. The result is a poor customer experience and a significant loss of productivity for retailers.

Solution

To address these challenges, Diebold Nixdorf introduced **Vynamic® Smart Vision** | Age Verification for automated age checks, powered by Yoti facial age estimation. This system integrates seamlessly with self-service checkout solutions, offering a contactless, faster, and more accurate method of verifying customer ages.

The solution operates by capturing a live photograph of the customer when an age-restricted item is scanned. The system then analyses the image to estimate the customer's age. The images are immediately deleted after analysis, ensuring GDPR compliance and data privacy. If the system cannot determine the customer's age, it automatically alerts a store attendant, so they can check the customer's ID, minimising delays and potential frustrations.

Diebold Nixdorf chose Yoti facial age estimation based on these key features:
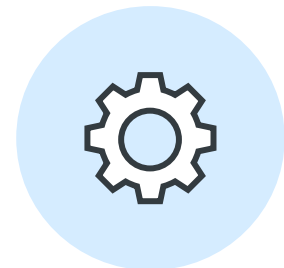

High accuracy

The system is 99.93% accurate in estimating customers aged 13—17 as under 25, a benchmark higher than human accuracy.

Ethical and private

The technology ensures inclusivity across different demographics, including ethnicity, gender, and age, without retaining identifiable information.

Flexible configuration

Retailers can adjust the system to comply with local laws and age thresholds.

AI-powered age estimation technology has proved to have a hugely positive impact on the time taken at checkout and the levels of frustration felt by consumers. It also has the knock-on effect that the efficiency of the checkout improves, transaction times drop and there are fewer queues in the store. Additionally, it also frees up staff to better serve customers who need their help.

Matt Redwood - Vice president, Diebold Nixdorf

Results

The introduction of automated age verification has brought several benefits to retailers and their customers:.

Reduced employee interventions

Automation has reduced the need for human intervention in age verification by 75%, allowing employees to focus on other tasks.

Faster checkout process

The system has reduced the average age verification time from up to 2 minutes to less than 10 seconds, significantly speeding up transactions.

Improved customer experience

Customers benefit from shorter wait times, smoother transactions, and a more efficient self-checkout process. This, in turn, leads to higher customer satisfaction and fewer instances of frustration and conflict.

Increased staff efficiency

With fewer interruptions due to manual checks, staff are free to manage other customer service tasks, leading to an 85% increase in overall process efficiency.

By integrating this technology, retailers can streamline their operations, reduce incidents of conflict, and ultimately, boost profitability through improved throughput and customer satisfaction

Spotlight on success

One implementation is with the **Edeka Jäger** in Germany, where self-checkout kiosks are equipped with the technology. The retailer reported an 85% improvement in transaction speeds and a dramatic reduction in customer complaints related to the checkout process. The automated system also contributed to a significant drop in customer-staff conflicts surrounding age-restricted purchases, with a corresponding 80% reduction in interventions by store attendants.

Contact us at **yoti.com/business**