



Client Story

# Harris Teeter Provides Real-Time Peace of Mind With IoT

During the height of COVID-19, this major grocery chain wanted to protect the health of thousands of essential workers, leveraging thermal cameras and Insight Connected Platform™. The result: \$195K in immediate ROI and a flexible IoT foundation for future use cases.

Harris Teeter, a wholly owned subsidiary of Kroger, is a regional U.S. grocery chain headquartered in North Carolina with more than 230 locations along the East Coast. In addition to its retail stores and in-store pharmacies, Harris Teeter operates 14 fuel centers and several distribution centers. The organization prides itself on providing a safe, inclusive environment for associates and a friendly, convenient shopping experience for customers.

## The vision: A healthier workforce of essential workers

In 2020, the COVID-19 pandemic and recommendations from the Centers for Disease Control and Prevention (CDC) created new challenges for essential operations. Committed to providing the safest possible environment for staff and customers, Harris Teeter began looking for ways to better protect the health of essential workers while continuing to serve its communities.

*Leaders at Harris Teeter wanted a more effective, automated way to detect potential symptoms and help protect their staff in the workplace.*

Beyond implementing social distancing policies and mask requirements, Harris Teeter also hired nursing staff at each of its distribution centers to scan employee temperatures upon arrival. But while this was an important first step toward providing a safer environment for associates, the process was slow, costly and subject to human error.

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## Seeking an automated alternative

In August 2020, thanks to an existing relationship with Harris Teeter's parent company, Insight was brought on to find a solution. Insight's team worked closely with the organization to understand both its current and future technology goals.

Recognizing the existing unique use case and the drive for broader automation across the business, members of the team recommended building on Insight Connected Platform™.

## Industry:

Retail grocery and pharmacy

## The challenge:

In response to new public health challenges in 2020, Harris Teeter wanted a safer, more effective way to detect elevated temperatures among employees at its warehouses and distribution centers.

## The solution:

An automated system for detecting employee temperatures and providing discreet alerts, eliminating the need for manual scans.

## Insight provided:

- Strategic selection and deployment of thermal cameras and edge devices
- Implementation of Insight's proprietary IoT framework, Connected Platform
- Proof of Concept (PoC)
- Holistic strategy spanning network connectivity, cloud-structured workflows, user privacy and more

## Insight services:

- Consulting Services

This unique Internet of Things (IoT) framework, designed and developed by Insight, enables a broad range of connected devices to be integrated and managed through a simple mobile app.

In this instance, the Bolide® Access Control thermal camera was the device of choice. The self-contained system uses video analytics to take quick, accurate temperature of individual employees, eliminating the costs and risks of manual scans. In the event an elevated temperature is detected, integration with Connected Platform enables real-time alerts to be discreetly sent to authorized personnel to determine next steps.

“Our focus was on results with a rapid response time.”

— David Pardue, VP, Asset Protection & Risk Management, Harris Teeter

## The value of innovation

The deployment process began by aligning the solution to meet the organization’s rigorous security standards. Beyond network connectivity considerations, workflows were structured through the cloud and Connected Platform to ensure no Personally Identifiable Information (PII) was collected or stored, and only authorized personnel would receive temperature alerts. To help protect user privacy, the thermal camera was set up behind a privacy screen near the warehouse entrance.

Once deployed, the solution was met with overwhelmingly positive feedback from on-site managers and associates. The temperature scans were faster, more reliable, more secure and more cost-effective than the previous, manual method, resulting in improved confidence among employees in the workplace.

Recognizing the success of the pilot program, Harris Teeter asked Insight to expand the deployment across all distribution centers and corporate headquarters in the following months. By January 2021, nine thermal cameras and three edge devices had been installed, resulting in:

- More than 42,000 accurate scans
- An average of 121 scans per day
- 64 elevated temperatures detected

“This process provided the safety for our associates working in different facilities throughout the company,” explained David Pardue, VP of asset protection and risk management for Harris Teeter. “Our focus was on results with a rapid response time.”

The implementation of Connected Platform for thermal detection also meant Harris Teeter no longer needed to contract nursing staff for manual temperature scanning. This resulted in significant savings across its four distribution locations. Factoring in the one-time hardware cost for their thermal cameras and the monthly subscription fees for Connected Platform, the client values its immediate ROI at approximately \$195K.

## From public health to food safety

This value, in addition to the relationship built with Insight and the benefit of real-time visibility across the organization, exceeded Harris Teeter’s expectations.

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The partnership also gave the organization the confidence to begin exploring other ways to automate processes and provide higher-quality experiences for staff and customers. Building on Connected Platform, Insight and Harris Teeter are now exploring environmental use cases in the client’s retail stores, including real-time temperature notifications from freezers to alert staff and prevent potential food loss.

With this foundational IoT technology and trusted partnership in place, Harris Teeter is well-positioned to rapidly modernize operations and better serve both customers and associates in the coming years.

## Benefits & outcomes:

**42,000+**  
accurate scans

Average of  
**121**  
scans per day

**64** elevated  
temperatures  
detected

Estimated  
**\$195K**  
immediate ROI

A flexible IoT  
foundation  
for future use cases

