

Beyond the hype

Vertical AI success
in Retail

Retail

From plan to shelf, AI moves retail forward

Retailers using AI to run smarter operations are seeing returns: more than \$350 million in added profit, and a 7.4% increase in product availability on the shelf.

Promotions that were once hit-or-miss now drive up to \$1 million in additional sales **per event**. Behind the scenes, infrastructure costs are down 20%, and decisions that once relied on instinct are now backed by real-time intelligence speeding up execution across the board.

This isn't a technology story. It's what happens when retail teams put smarter tools to work across merchandising, supply chain, and store operations.

Real results from AI built for Retail:



Metric	SymphonyAI result	Typical industry range
Manual planning	30-50% reduction	Merchants spend 60–70% of time on operational tasks ¹
Profit impact	\$150M - \$200M profit uplift from 10% increase in on-shelf availability	~6.6% average total revenue uplift from AI ²

\$80 billion grocer unlocks \$200M+ in annual profit with AI

3.5% increased sales

25% productivity improvement

\$200M in incremental profit annually

10% increase in on-shelf availability

A top U.S. grocery chain used SymphonyAI to overhaul merchandising across 11 regional divisions. By unifying data and applying predictive insights, they increased sales by 3.5%, improved productivity by 25%, and boosted inventory accuracy—with a 10% lift in on-shelf availability. The result: over \$200M in new profit annually and a smarter, faster retail operation.

[Read more](#)

Save Mart lifts promo performance by 40% with personalized, data-driven retail

40% lift in promotional performance

\$1M incremental sales per promotion using collaboration AI with vendor partners

Save Mart set out to make each store feel like it was built for its neighborhood and succeeded by embedding AI into its merchandising and promotions strategy. Using SymphonyAI, their teams now deliver personalized offers driven by shopper-level insights and real-time demand signals. This drove a 7% lift in item movement across stores, and a 40% lift in promoted item movement when collaborating with vendor partners. With fewer out-of-stocks and stronger supplier engagement, Save Mart is creating deeper connections with shoppers and sharper performance across every store.

W We're seeing tangible value in both sales and profit. The SymphonyAI team has helped us progress in multiple areas simultaneously, bringing our associates up to speed on advanced tools."

Tamara Pattison - Chief Digital Officer

[Read more](#)

\$14 billion US convenience chain boosts sales by \$150M with AI-powered shelf intelligence

7.4% increase in on-shelf availability

4.8% increase in retail sales

\$150M in incremental profit

A leading U.S. fuel and convenience retailer tackled a common challenge: empty shelves and inconsistent store conditions that frustrated shoppers and hurt sales. Manual checks weren't enough. To fix it, the retailer installed AI-powered smart cameras that continuously scan shelves for missing items, incorrect tags, and display issues. When problems are detected, store teams get real-time alerts—allowing them to act before customers even notice. The result? A 4.8% lift in sales and over \$150 million in additional annual profit, driven by smarter operations and consistently stocked shelves.

From proof to performance: What's next?

The data is clear: AI delivers when it's built for your business, embedded in your workflows, and focused on your KPIs.

Now the question is:

Where can you unlock \$50M+ in new value with AI?

SymphonyAI is helping leading enterprises:

- Cut decision time from days to minutes
- Reduce waste
- Eliminate thousands of hours of manual work
- Increase customer satisfaction by double digits

Learn more at www.symphonyai.com

Sources

- 1 McKinsey - How analytics and digital will drive next generation retail merchandising
- 2 NVIDIA "State of AI in Retail & CPG Report"