

# ACTA MALAYSIA

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## CASE STUDY ONE-PAGER

12 pilot outlets · 4 SKU classes · 5 months

SPECIALTY COFFEE CHAIN, MALAYSIA

### Shelves that count themselves - from monthly stock take to live inventory

Weight sensing under key stock bays - cups, lids, milk and syrups - replaced end-of-day manual counts with continuous levels, demand-based reorder points and a variance ledger that reconciles POS against physical draw-down.

**±1.9%**

Count accuracy

**-68%**

End-of-day count hours

**-36%**

Fast-mover stock-outs

**89%**

Variances resolved in 24h

#### WHAT WE DEPLOYED

- Flush-mounted load cells per SKU bay with rack concentrators and store gateway
- Cloud time-series stock history with demand modelling by outlet, daypart and day of week
- Dynamic reorder points and variance ledger splitting wastage, theft and miscount in near real time
- ERP API integration with canonical unit mapping - grams on shelf to stock units in the ledger

#### WHAT CHANGED

- Replenishment moved from fixed reorder floors to demand curves per outlet
- Supply-chain and store teams share one stock picture instead of parallel count sheets
- Pilot playbook reused for regional rollout without changing the rack kit or gateway profile

#### STARTING POINT

Stock was counted once per shift when staff were tired, with a 5% error band absorbing real losses. POS and shelf counts diverged daily, reorder fired at a fixed floor regardless of draw-down rate, and month-end investigations meant retracing days of paperwork and CCTV.

"The shelf tells us what we have before the shift ends - and we finally know why the numbers didn't match."

Head of Store Operations

Client names are withheld under commercial confidentiality; figures are drawn from post-deployment reviews agreed with each client.

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