

Hershey's Ice Cream Moves to Coram AI to Stop Scrapping Full Production Runs

130-year-old family-owned manufacturer wastes less product during metal-detector alerts by isolating the exact risk window instead of scrapping entire runs

HARRISBURG, PA, UNITED STATES, August 18, 2026 /EINPresswire.com/ -- Hershey's Ice Cream,

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Zach Waite, VP of Production Development, Hershey's Ice Cream

the family-owned ice cream maker founded in 1894 that produces millions of gallons annually for nationwide distribution, has modernized video security across its properties with technology from [Coram AI](#), a Sunnyvale-based AI physical security company. The company kept its existing cameras and replaced only the software layer that manages and analyzes them.

Before the change, incidents meant manually reviewing hours of grainy footage from a legacy camera system. The

cost showed up most clearly at the metal detectors: when an alert fired, the company had to halt production, dismantle lines, and discard significant volumes of product because it could not see precisely where the risk began and ended.

With the new system, investigations that took hours now take seconds, and during metal-detector incidents the team can isolate the exact risk window instead of shutting down and scrapping an entire production run — meaning less wasted product.

Zach Waite, VP of Production Development, who has spent 21 years with the company, called the platform "one of the best investments we've made in food safety and employee safety across our properties."

"Food manufacturers live and die by how fast they can answer 'what happened,'" said Ashesh Jain, CEO and co-founder of Coram AI. "Hershey's turned the cameras it already owned into a system that answers in seconds — and that speed is the difference between checking one pallet and scrapping a full run."

About Coram AI

Coram AI is an AI physical security platform that helps organizations investigate incidents faster,

improve operational visibility, and coordinate response across video security, access control, guest management, and emergency workflows. Built to work with existing infrastructure, Coram enables organizations to modernize physical security operations without costly rip-and-replace projects. Trusted by more than 1,500 organizations across North America, Coram serves school districts, healthcare organizations, manufacturers, government agencies, places of worship, hospitality groups, retailers, and Fortune 500 enterprises.

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