

## Case Study



## Gousto

## Gousto Is Using Graph Technology to Personalize Its Ingredient Lists

**INDUSTRY**

Food &amp; Retail

**USE CASE**

Real-Time Recommendation Engine

**GOALS**

- Navigate user choice and deliver a more flexible and personalised service to end-users
- Gain better data insight into what customers were buying or not buying

**CHALLENGE**

Lack of clarity on what drives customer food item choices

**SOLUTION**

Use Neo4j and Cypher to build an internal ingredient attribute data model using both collaborative- and content-filtering techniques

**RESULTS**

- 30 % increase in the number of customers selecting recommended recipes
- More accurate and sustainable product sourcing resulting in better cost control

*As part of UK-leading recipe box company Gousto's mission to keep customers at the heart of its business, Gousto needed a way to give its users more of what they want – tailored menus catered to their individual needs.*

*Graph database technology is at the core of its internal data science team's modeling of user choice, combining the best of both collaborative- and content-filtering approaches to spotting insightful similarities in ingredients and dishes.*

### The Company

Founded in 2012, [Gousto](#) is an award-winning recipe box company that makes home cooking easy and enjoyable by sending perfect measured ingredients and simple recipes directly to customers' homes.

Delivering over a million meals each month and employing 400-plus staff, Gousto plans to help UK families put 400m nutritious meals on their dinner tables by 2025.

### The Challenge

A central Gousto value is constantly evolving its product and service to better serve needs and deliver maximum convenience to its customers. In the past year, it has grown its menu to offer even more choice – 30 recipes weekly, across a variety of new ranges (including gluten-free and plant-based). But this presents a challenge: the more choice, the more difficult its menus may be to navigate.

Hence the need for personalization, said Gousto Data Scientist Irene Iriarte Carretero.

"The sweet spot between convenience and choice is personalization, so we're committed to using technology to make our customer interactions relevant – making it easier for shoppers to find the dishes they want and offering them an excellent experience at the same time," Iriarte Carretero said.

### The Strategy

Gousto needed a reliable methodology to determine what ingredients are combined most often, and for what end, by customers.

"We wanted to capture the often very subtle emotional reactions people have about food," confirmed Iriarte Carretero. "You can have basic recipe similarities for calculating the common ingredients between two recipes, but that isn't sufficient for what Gousto wants to do for subscribers: we wanted to map out all our hundreds of possible recipe and ingredient

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– Irene Iriarte Carretero,  
Data Scientist, Gousto

data combinations to see how everything connects up – to easily explore the relationships in our recipe world.”

### The Solution

Gousto uses two different data sources: first, a subscriber’s previous interactions with the menu, and second, the information it holds on upcoming recipes. This allows the firm to create a recipe similarity measure, providing its menu designers with a good indication of which recipes they think each customer will enjoy most.

Neo4j’s [graph database](#) technology is particularly adept at capturing subtle interconnections in data and has been adopted as the way to model this less-than-obvious network of associations and connections in food items.

As a result, Iriarte Carretero said the team now has a hybrid recommendations system that combines the best of both collaborative- and content-filtering approaches to finding similarities in ingredients and dishes.

Why [Neo4j](#)?

“We researched our options and Neo4j came to our attention, and we loved its functionality and interface,” said Iriarte Carretero. “[Cypher](#) was also really easy to pick up to let us start playing with the data.”

### The Result

Now, Gousto has a powerful internal [recommendations design tool](#) that produces ever more tailored ways of helping customers.

The recipe design team loves the way they go deep on ingredients and food styles, giving feedback not only just on what customers are buying and rating highly, but also what they’re browsing on the website. This detailed level of feedback helps the graph algorithm work out more optimal suggestions.

Since the graph-based system was introduced, Gousto reports a 30% increase in the number of customers selecting recommended recipes.

“Neo4j allowed us to think about our product in a more fluid and creative way – to create inferences from data and ingredient attributes,” said Iriarte Carretero. “And when you tie the attribute to what recipes have been most popular, it helps us understand where the gaps are, where dishes are doing well and where there’s not enough of them, or a winning combination of ingredients.”

“We definitely see that people are reacting well to the recommendations that we’ve created using Neo4j,” said Iriarte Carretero, “so it’s all looking promising.”

Neo4j, Inc. is the graph company behind the leading platform for connected data. The Neo4j graph platform helps organizations make sense of their data by revealing how people, processes and digital systems are interrelated. This connections-first approach powers intelligent applications tackling challenges such as artificial intelligence, fraud detection, real-time recommendations and master data.

More than 250 commercial customers, including global enterprises like Walmart, Comcast, Cisco, eBay and UBS use Neo4j to create a competitive advantage from connections in their data.

Questions about Neo4j?

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