LS Retail
an aptos company

LS Retail

A world-leading provider of unified commerce solutions for retail, hospitality, food service and forecourt businesses of all sizes.

30+ YEARS OF EXPERIENCE

Run as a separate entity since 2007, although origins can be traced back to 1986

Acquired by Aptos in 2021 but will continue to run as a stand-alone business unit.

83,000+

retail and hospitality locations

worldwide

Over 5,100 customers
in more than 150 countries

Worldwide presence

Headquartered in Iceland

Subsidiaries in the US, Portugal, Stockholm, UAE, Singapore and Malaysia.

Local representation in Australia, Austria, Canada, Czech Republic, Denmark, Germany, Mexico, Norway, Poland, Romania, Slovenia, Spain, Sweden, Ukraine and United Kingdom.

280+ Employees

29 Nationalities

90%+ with Degree

4.9 yrs Average Tenure

34% Female

Global thinking and local support

Over 390 partners
In more than 90 countries

UNIFIED COMMERCE
INFUSED WITH INTELLIGENCE

LS Retail
an aptos company

Unified commerce
across all verticals

- Fashion
- Restaurants
- Grocery
- QSR
- Duty free
- Pharmacy
- Electronics
- Forecourt
- Furniture
- Hotels

....and many more

Unified Commerce | Horizontally and Vertically Rich

		Universal	Pharmacy	Fashion	Furniture	Grocery	Restaurants	Forecourt	Hotels
Back end	Core ERP	Finance			Accounting			HR	
Middle Office	Supply chain	Warehouse mgmt. Supplier mgmt. Inventory mgmt. Demand forecasting	Inventory mgmt. for pharma	Inventory mgmt. with sizing	Support int'l supply chains Increase warehouse efficiency	Advanced inventory mgmt. for electronic shelf labels	Manage nutritional allergen information	Wet stock management Station management	Purchasing and vendor management Inventory management and replenishment
	Commercial	Loyalty program Promos/pricing Sales analytics Recommendations Predictive insights	Customer notification to refill Rx Rx substitution E-prescriptions	Item lifecycle and season management Assortment planning Customer behaviour tracking	Item lifecycle mgmt. Flexible/ automated pricing	Wastage mgmt. Complex pricing Promotions and coupons Shrinkage mgmt.	Wastage mgmt. Connection between kitchen and floor staff	Improved operational efficiency Customer rewards across channels	Complex pricing Individual, group and corporate bookings
Front Office	In-store	In-store POS Payments Cross-channel returns/exchanges Unified view of stock/customers Machine learning recs eCommerce integration	Medication mgmt. Rx issuance Pharma-specific staffing mgmt. Security and permissions system	Shipping to home Upsell opportunities Variants in selling, ordering & replenishment	Made-to-order items Automated commission set-up Variants in selling, ordering & replenishment	Fast checkout Scale integrator Fresh food mgmt.	Table and guest mgmt. Kitchen mgmt. Easy transfer of orders and bills Customization Online orders/takeout	Fuel POS with fuel sales Extensive pump control from POS	Loyalty management Clear overview of room availability Real time housekeeping and maintenance

Customer examples

Worldwide
Sporting goods

8 Countries
Fashion and apparel, home products, luxury food products

United Kingdom
Building material and supplies

Worldwide
Sporting goods

Malaysia, Vietnam, Cambodia, & Myanmar
Department stores

United Arab Emirates
Luxury retailer

Norway
Travel retailer

United Kingdom
Pharmacies

9 Countries
Restaurants

United Arab Emirates
Supermarkets

Global
Furniture, homeware, food products

APAC
Department stores

United Arab Emirates
Luxury retailer

APAC, MEA
Handmade cosmetics

Canada
Resort

Iceland
Destination retailer

United States
Watches

Puerto Rico
Grocery, supermarket, restaurant

Canada
Pet stores

Scandinavia
Hotels

Customer stories
www.lsretail.com/customers

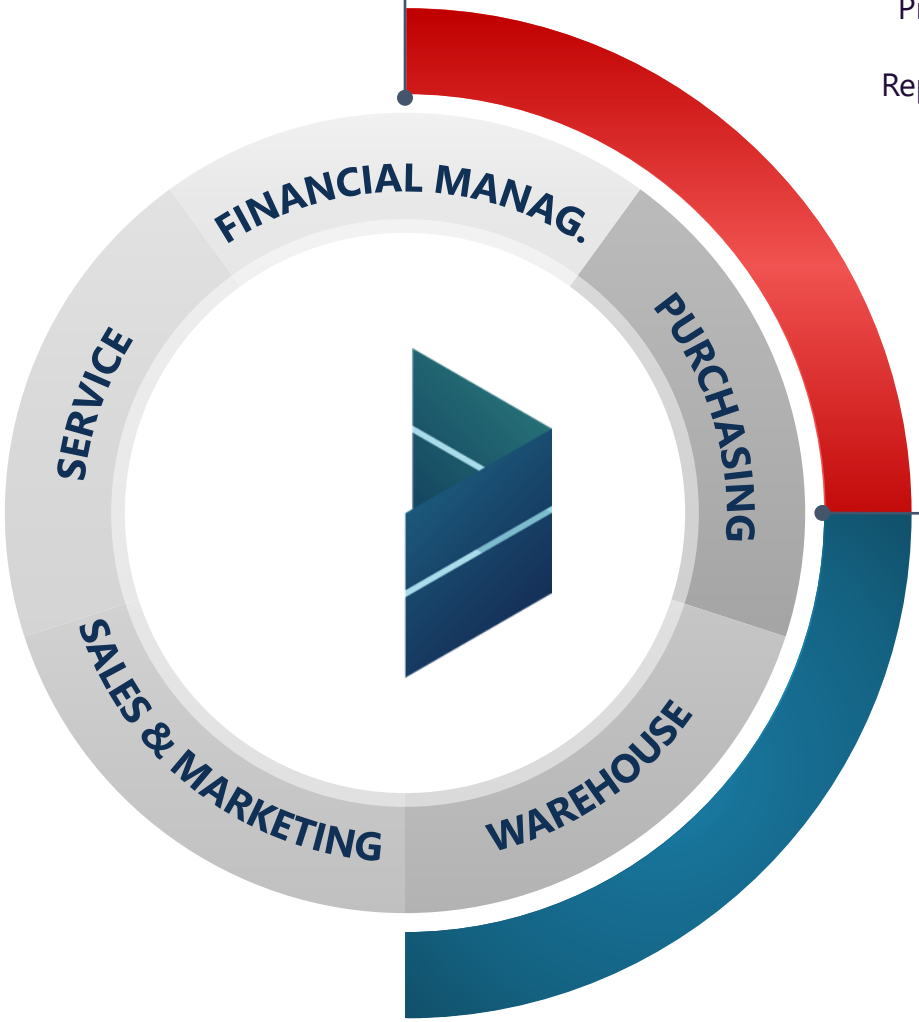
LS Central Architecture

LS Central Architecture

Head office

Product Management
Price & Offer Management
Franchise Management
Replenishment/Open to Buy
Staff Commision
Customer Orders
Click and Collect
Member Management
Inventory Optimization
Campaign Management
Analytics

LS Central Architecture



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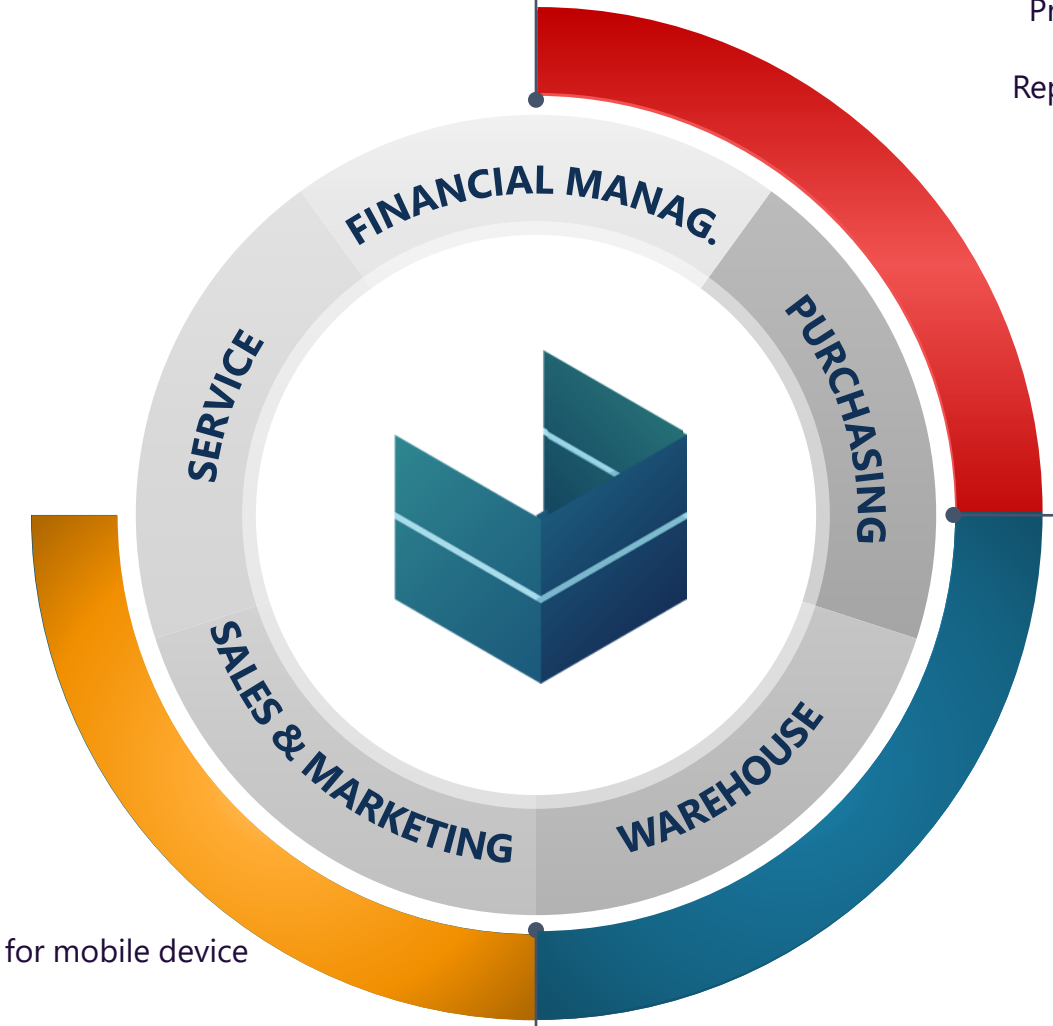
Back office

Store Management
Cash Management
POS Management
Inventory Management

LS Central Architecture



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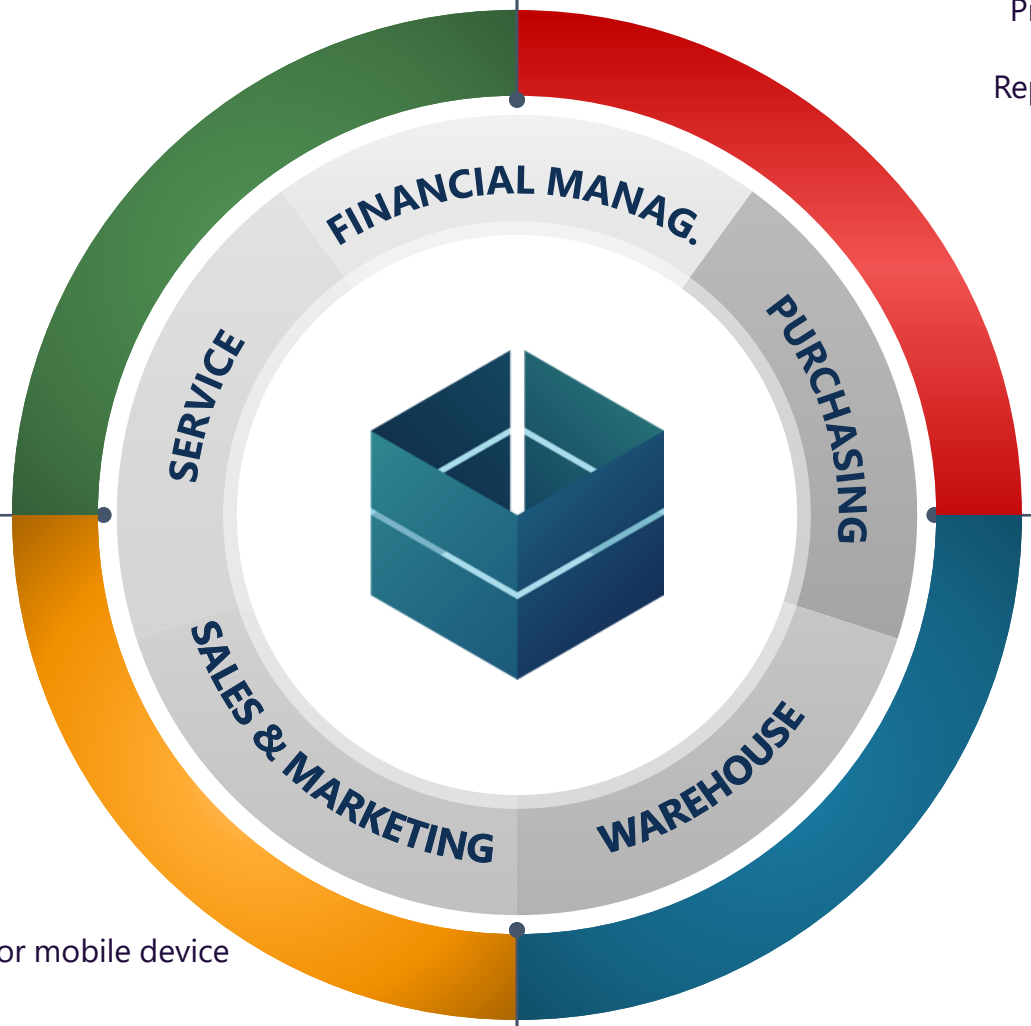
Store Management
Cash Management
POS Management
Inventory Management

LS Central POS
LS Central AppShell – POS for mobile device
Mobile POS
Mobile Inventory
Business Central phone and tablet app

Front office

LS Central Architecture



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Store Management
Cash Management
POS Management
Inventory Management

ScanPayGo – Loyalty App
Webstore - eCommerce

Customer facing

LS Central POS
LS Central AppShell – POS for mobile device
Mobile POS
Mobile Inventory
Business Central phone and tablet app

Front office

LS Central Architecture

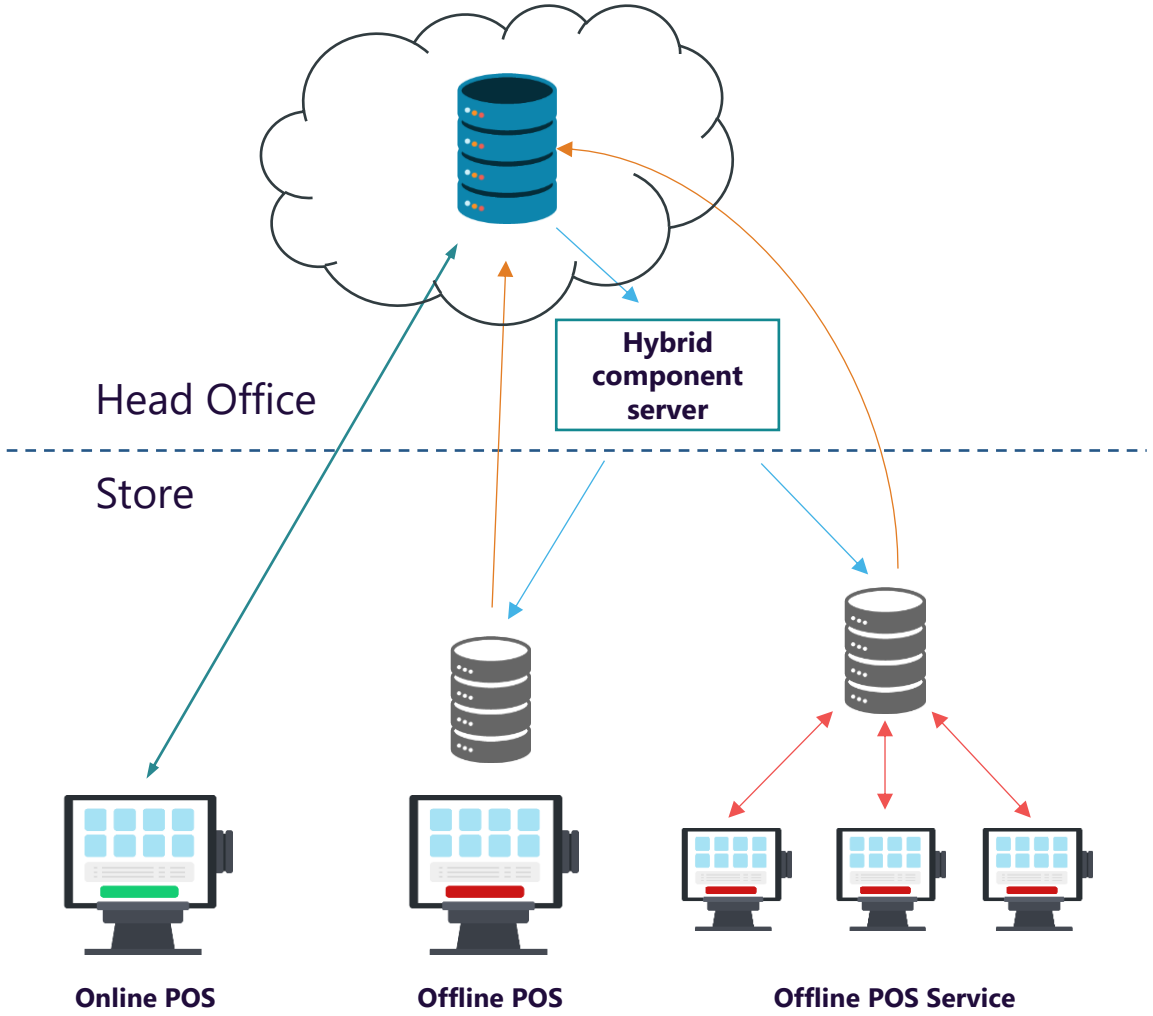
LS Central supports

- Online POS
- Offline POS
- Offline POS Service

Hybrid component Server

- Handles communication to offline POS and POS Services

SaaS and on-premise head office supported



Extensibility framework

New modular development environment

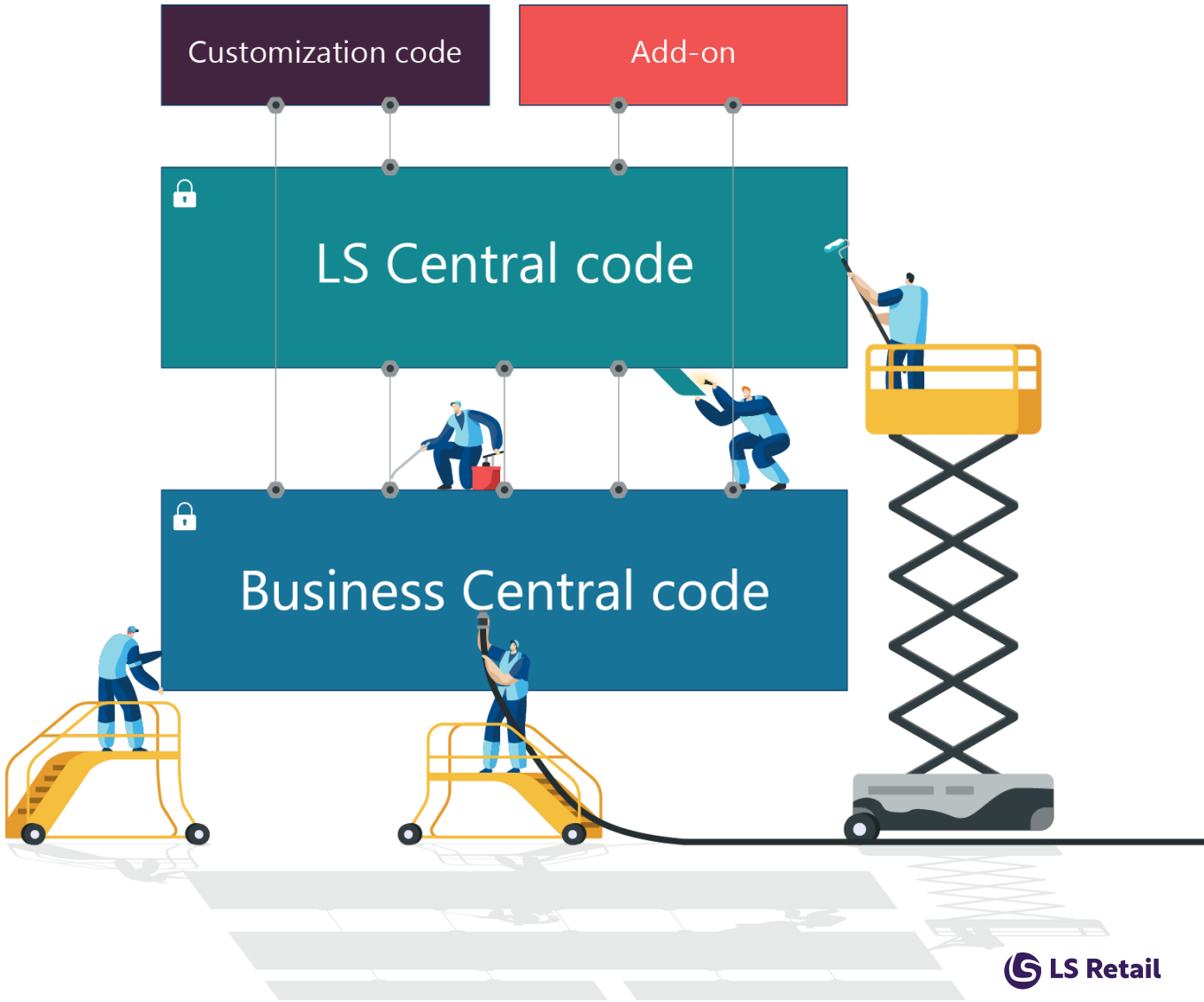
Built for upgradability

Makes migration easier, simpler and faster

Still keeping the ability to extend functionality

This technology has ability to stay current without projects

Coding with Events & Extensions



Lego methodology

The Microsoft Dynamics Business Central platform facilitates the Lego methodology

Each component in the system is like a Lego brick

These can be exchanged more or less independently

For customers, this provides flexibility meaning that it is possible to add new functionality extensions without affecting the current installation

Reaching out to the customer

Retail challenges

Reduce costs

Inventory Management
Replenishment
Staff Management
Sell in season – reduce markdowns
Color, size ratios

Reduce systems

Consistent data
Operations and accounting joined
No integration problems with databases
Reduced systems management costs

Improved control

Clear processes
New staff – training
Profit loss analysis
Recorded item flow
Up-to-date data

Gain sales opportunities

Membership/loyalty
Coupons
Campaigns
Scalability
Flexibility

Change in consumer behavior

Always online
Better informed

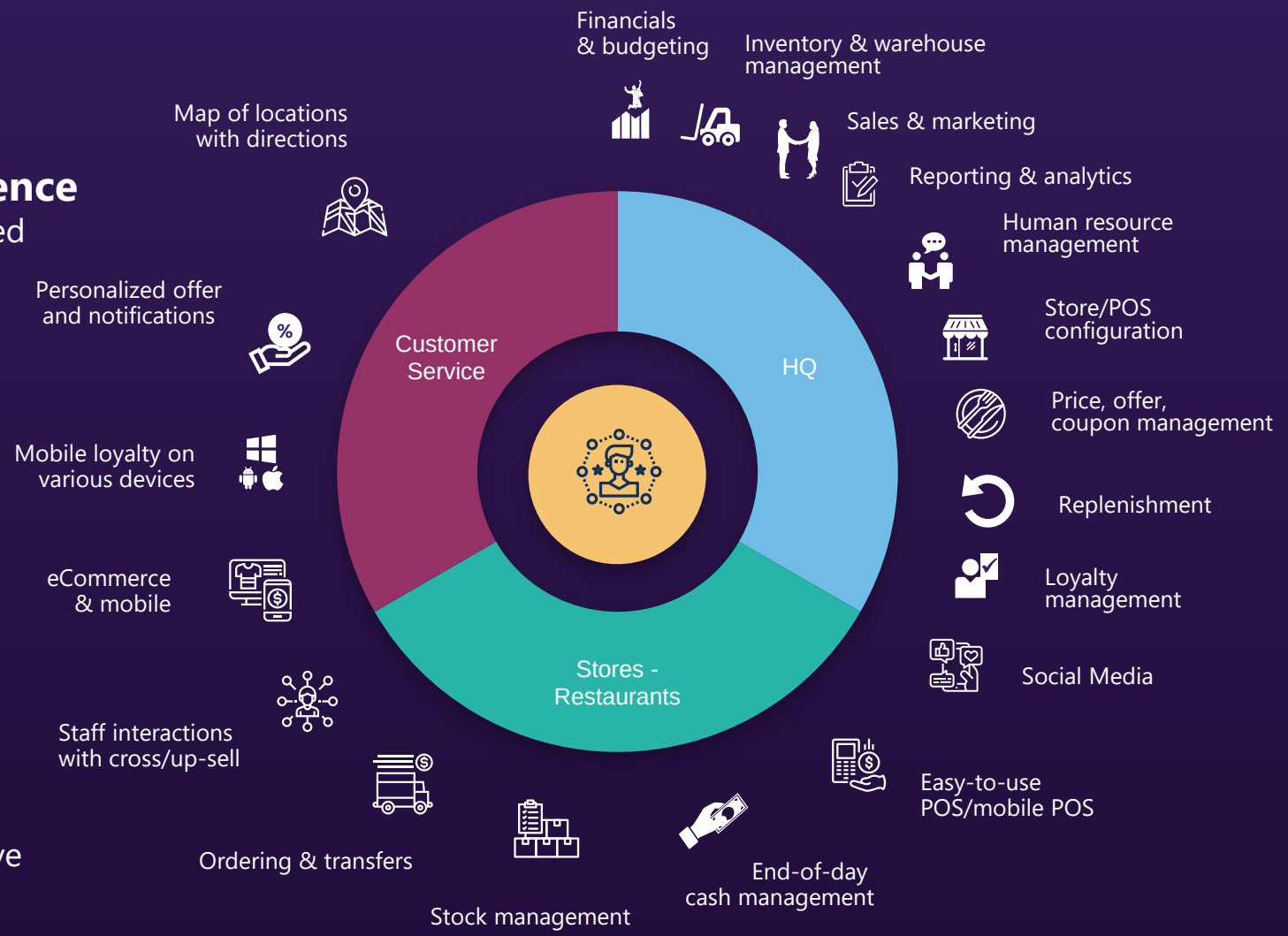
Our product strategy is Unified Commerce

Consumer experience
Personal, personalized

Business processes
Easier, simpler, faster

Business insights
Drive actions that improve customer service

Global cloud service
Providing our customers the option of the SaaS/cloud



Unified commerce

LS Central and Microsoft Dynamics 365 Business Central are completely integrated into one solution

One solution for the company

- All data for items, customers, vendors, offers, POS layout and more are set in the LS Central back office

Customers do their shopping wherever it fits them

- In store, eCommerce and loyalty apps

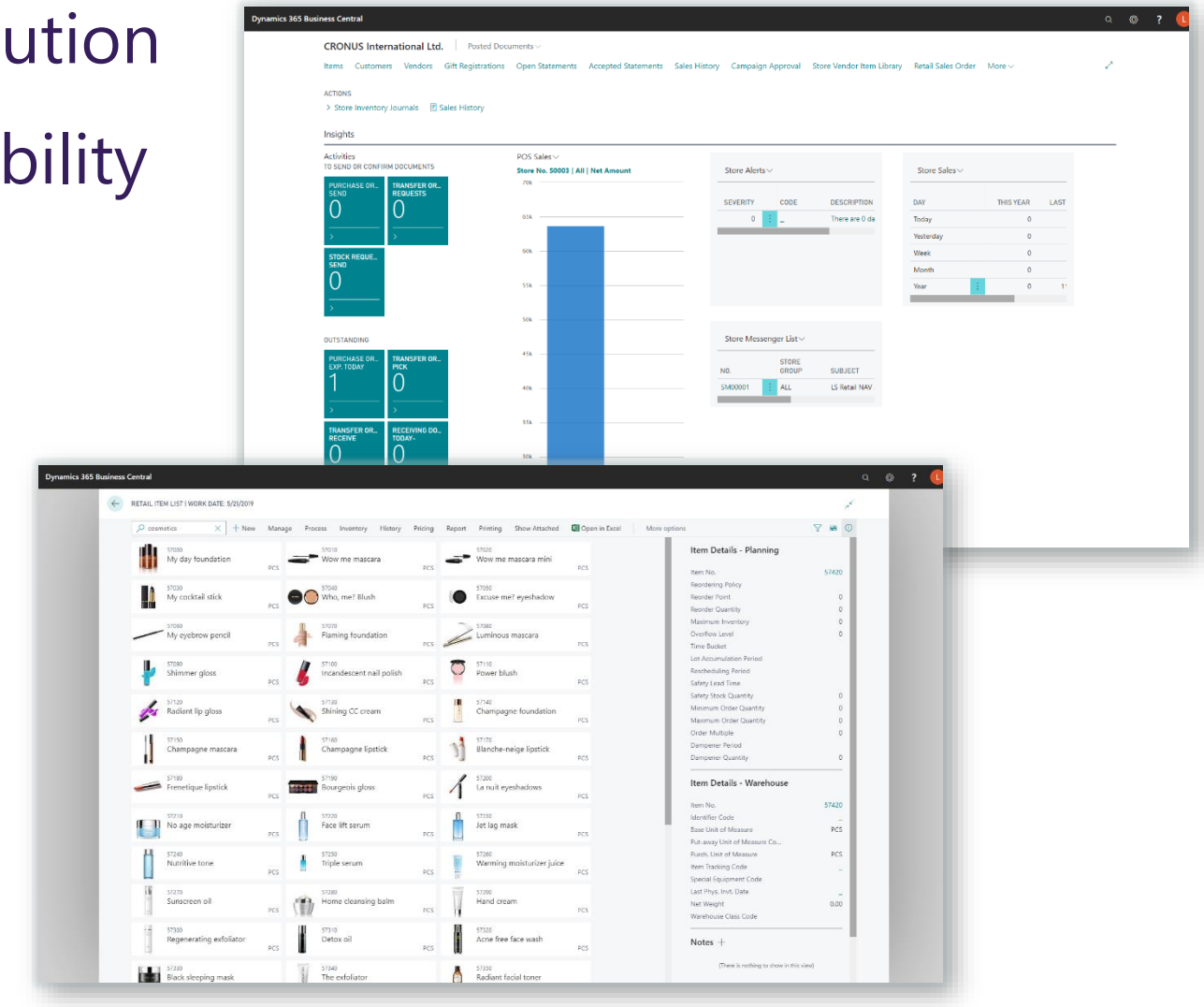
LS Central

Manage your whole business from one software platform

Complete, end-to-end retail solution

Centralized management & visibility

- Integrated sales distribution and e-Commerce to order fulfillment
- Purchasing and inventory management
- Price, promotion, offers
- Customer loyalty
- Accounting
- Machine learning
- Analytics



LS Retail

All data is setup in LS Central Back Office

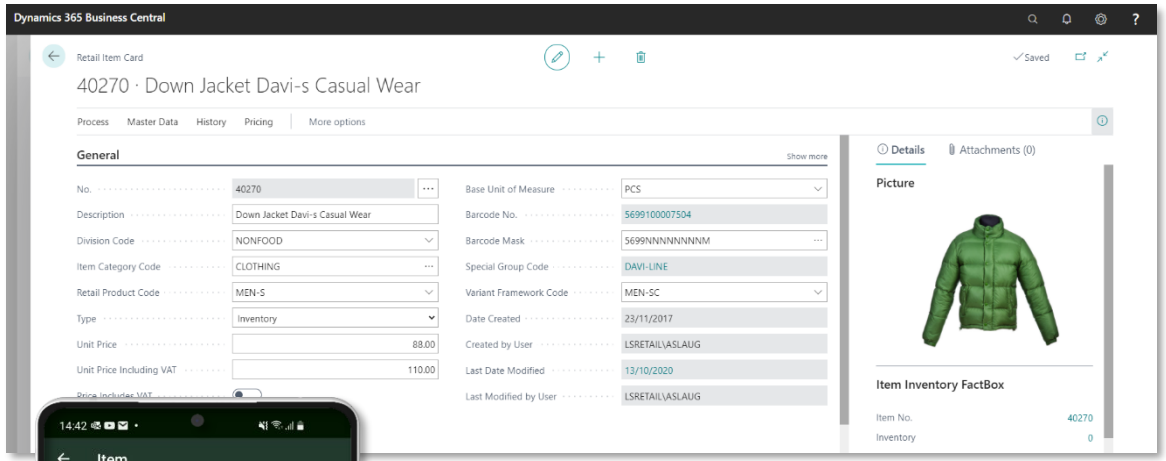
Content management in one system

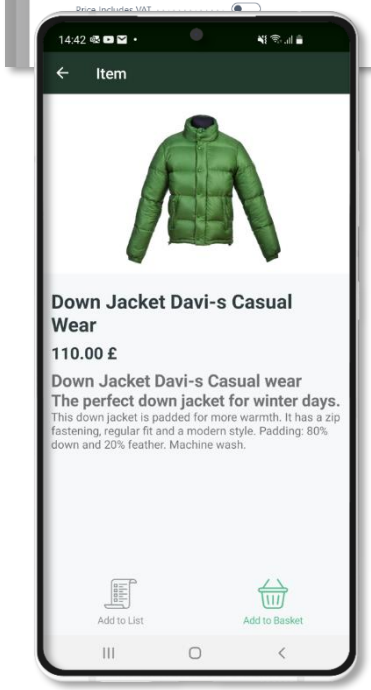
Example:

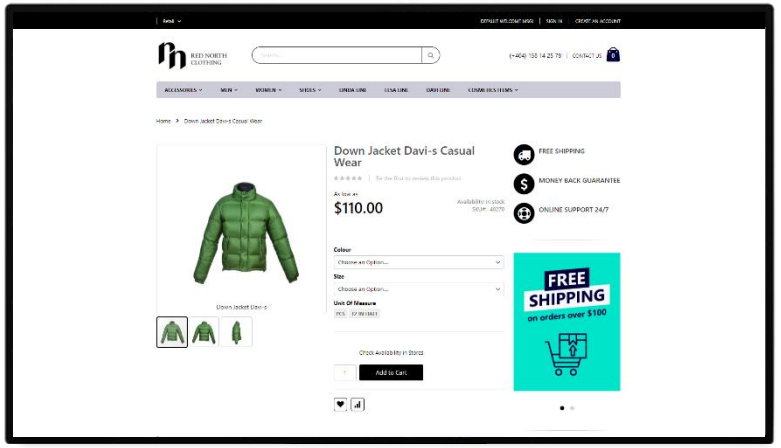
Item is created once and used in all platforms

- LS Central POS
- Mobile Inventory
- eCommerce
- ScanPayGo

Offers, marketing and campaign management – all in LS Central







Promotions and offers

New Price

Discounts

Multiple triggers
- Loyalty
- Relations
- Amount

Multiple benefits
- Price/discount
- Coupon
- Gift
- Points

Usage
- Configuration
- Statistics

Promotions

Deals

Discount Offers

Multibuy Discounts

Mix & Match

Total Discount Offers

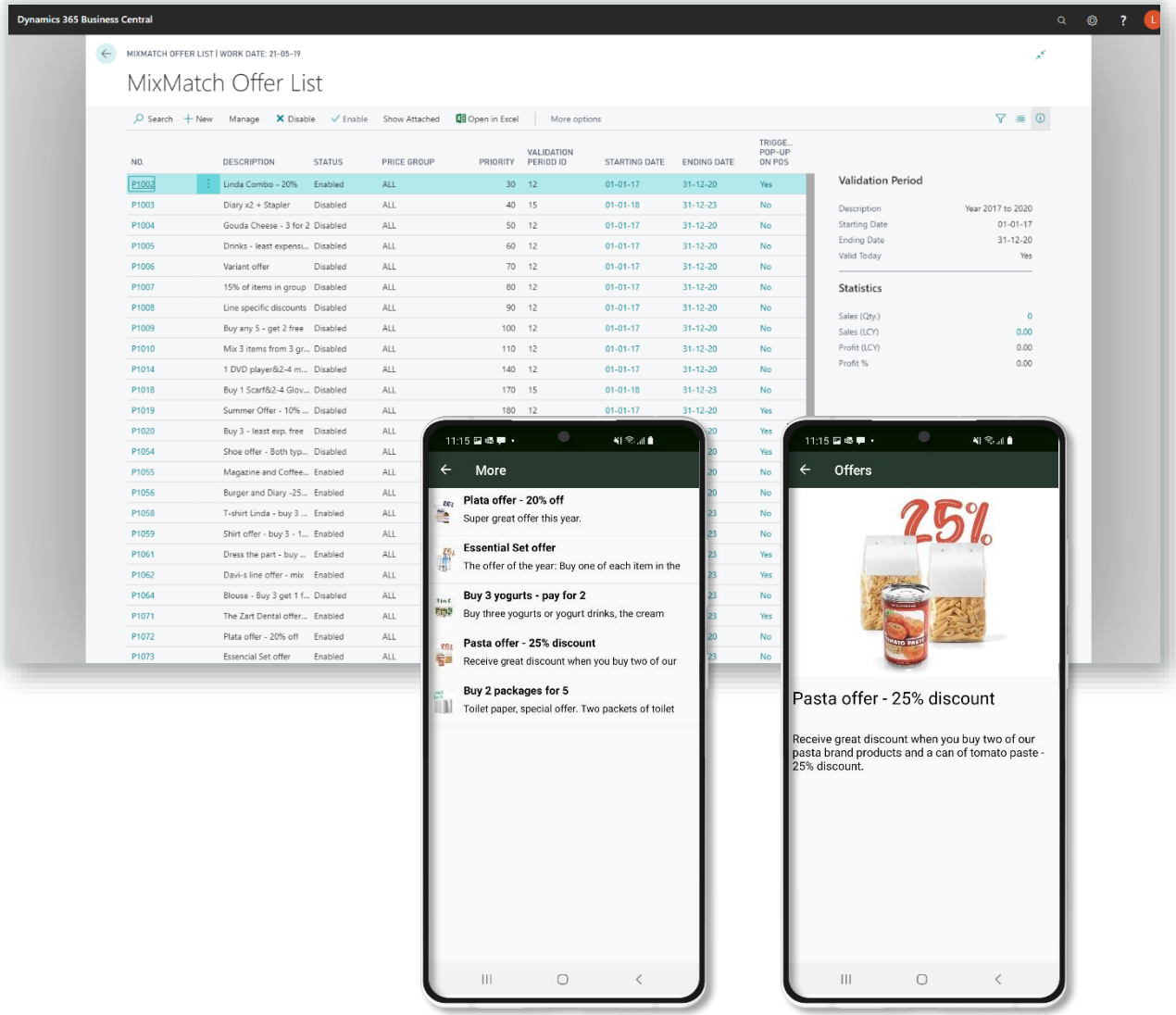
Tender Type Offers

Line Discount Offers

Item Points Offers

Member Point Offers

Frequent Buyer Programs



Do you have loyalty costumers and want to be able to:

- Identify your customer and get to know their likings and preferences
- Offer them personalized offers and services
- Allow them to earn and pay with points in all channels
- Provide them with information about your location

Member Management in LS Central

The loyalty program in LS Central

- Unlimited number of member accounts and clubs
- Points collection
- Use points as a payment
- Lower item price by using points
- Discounts that are only valid for members
- Frequent buyer program – only valid for members
- Member campaigns
- Discount tracking

Customer Offers

Personal rewards based on customer loyalty

Can be specific for loyalty customers

- According to their interests
- With rewards as additional points, coupons and items

Replenishment

Fully integrated in LS Central

Covers key processes:

- Automatic Replenishment
- Manual Replenishment
- Store Stock Redistribution
- Store based Replenishment

Key features:

Budgets and Open-to-Buy

Assortment management

Lifecycle management

Demand forecasting

Proposal calculation for Purchase and Transfer Orders

Out-of-stock tracking

Store Processes

Point of Sale

Configurable and intuitive user interface

Managed at HO

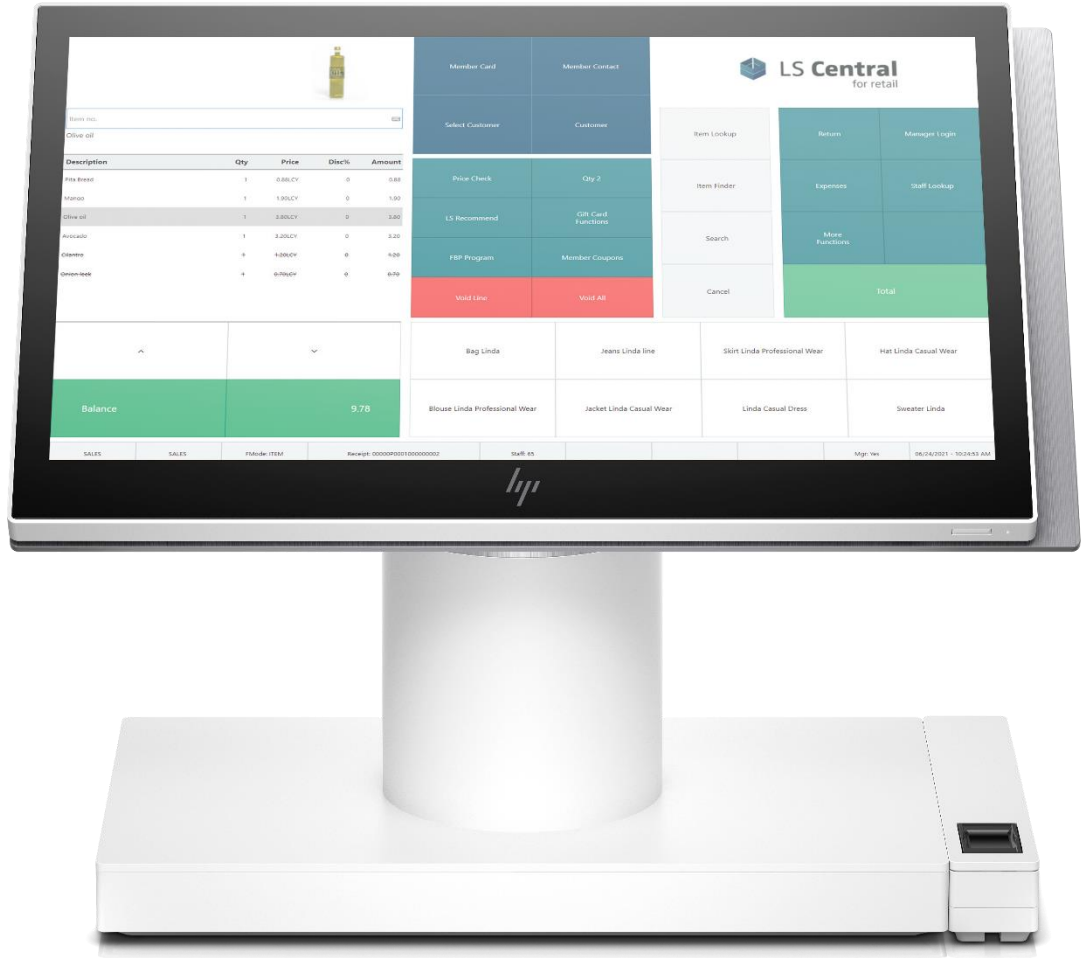
LS Central POS

- Browser based
- Works on different devices

Online or offline

Flexible architecture

Hardware independent



LS Central on a mobile device

- Automatically loads POS in a browser
- Connects with devices - printer, scanner and EFT
- POS layout and colors are configured the same way as the standard LS Central POS

For iOS and android

Different device options for store staff

Make your staff productive

Make them mobile

Make it easy for them to service the customer

Different options for the cashier

Clienteling
eCommerce in the POS

Sales staff have a tablet with the POS in clienteling mode and display it to their customer

An item tree makes it easy to look for items

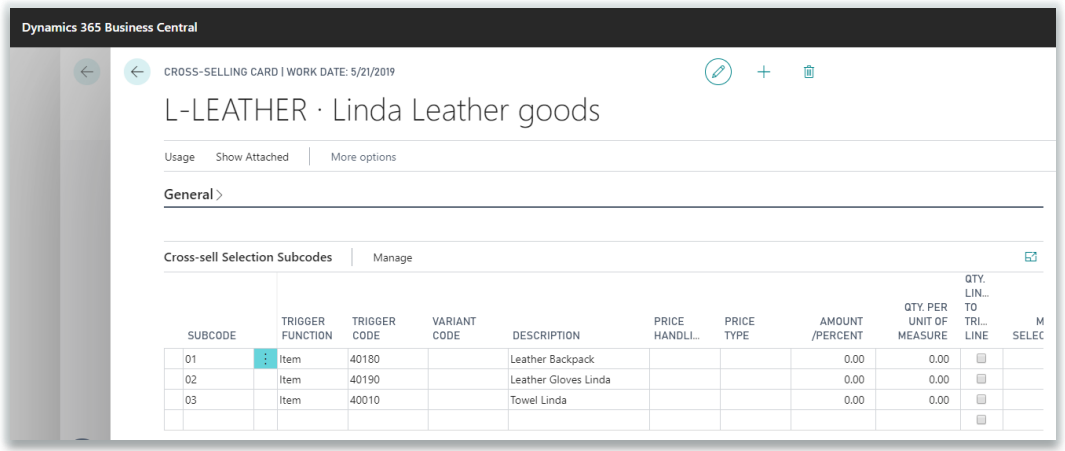
Possible to:

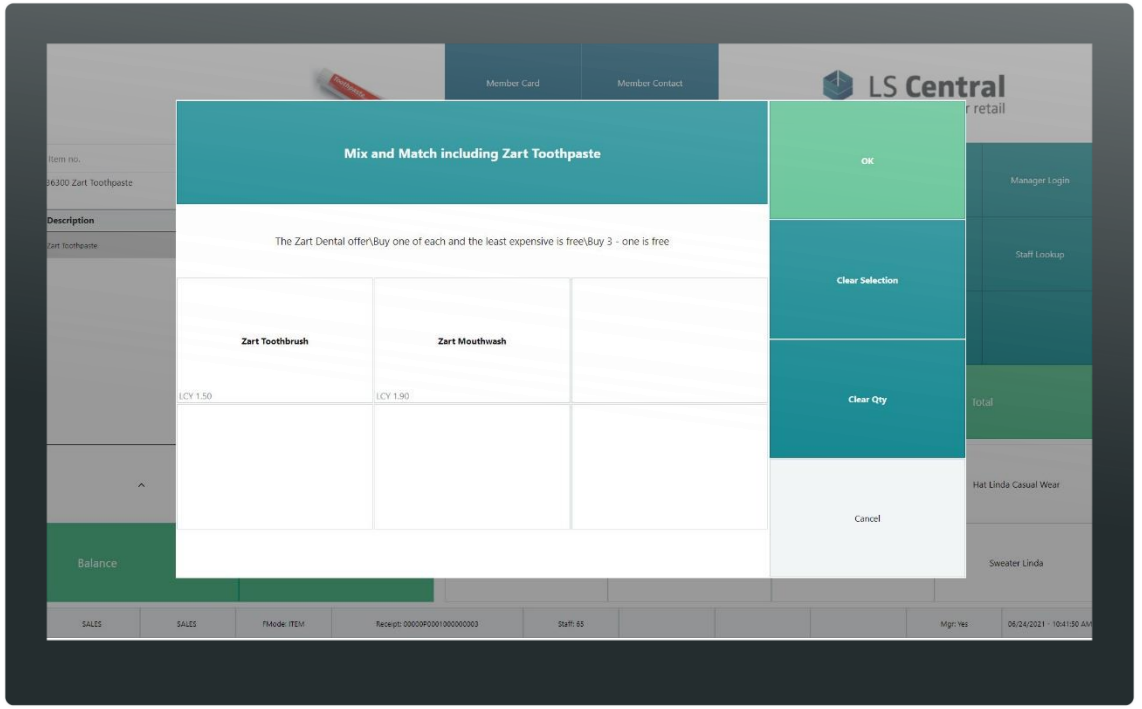
- Display detailed item information
- Filter items by attributes
- Compare items based on attributes

Sales tools

LS Central POS assists cashiers

- Increase the basket size with cross-selling
- Prompt to cashier with promotions
- Recommend items
- Sell the right product with sales commission





LS Central

Across channels communication

Easy to return in POS by:

- Scanning receipt's barcode
- Selecting transaction and reverse
- Manual input

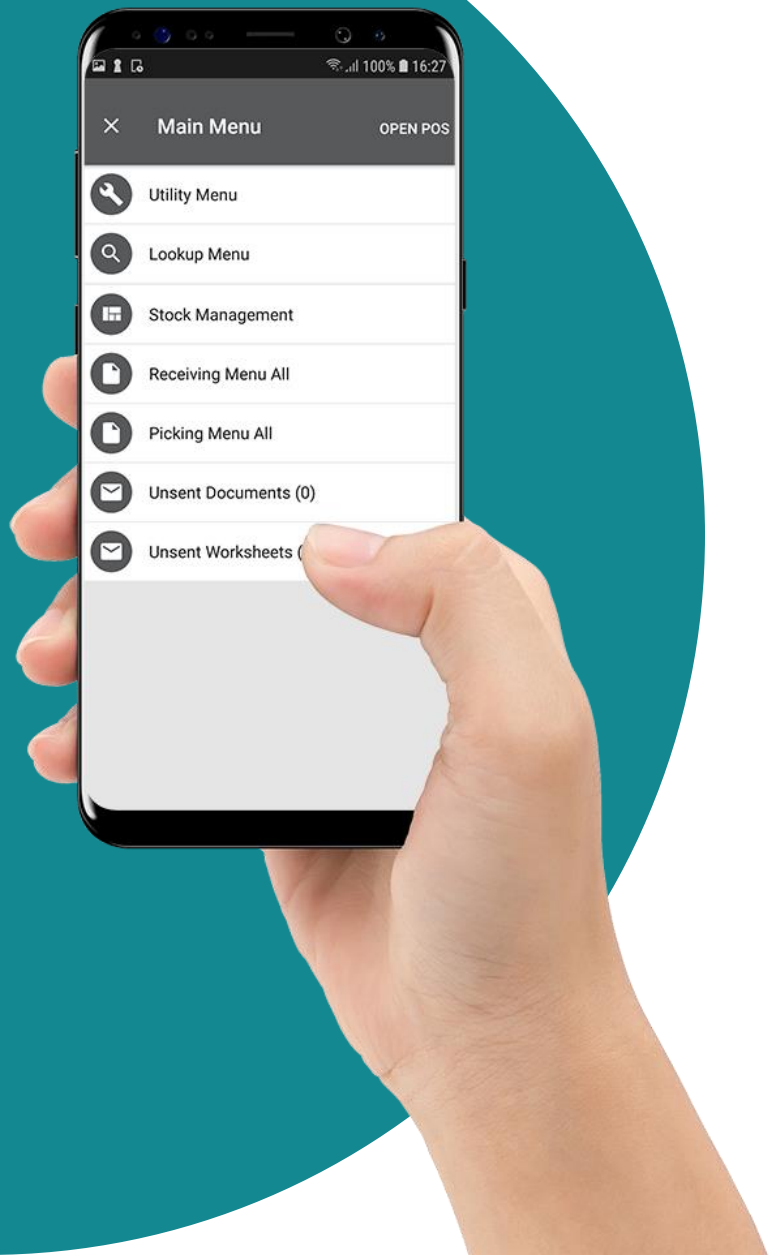
LS Central POS can sell and return items in same sale

- Controlled by setup

Inventory visibility across channels

- Easy to view inventory level for different stores in the POS

LS Retail



Mobile inventory
for your mobile device

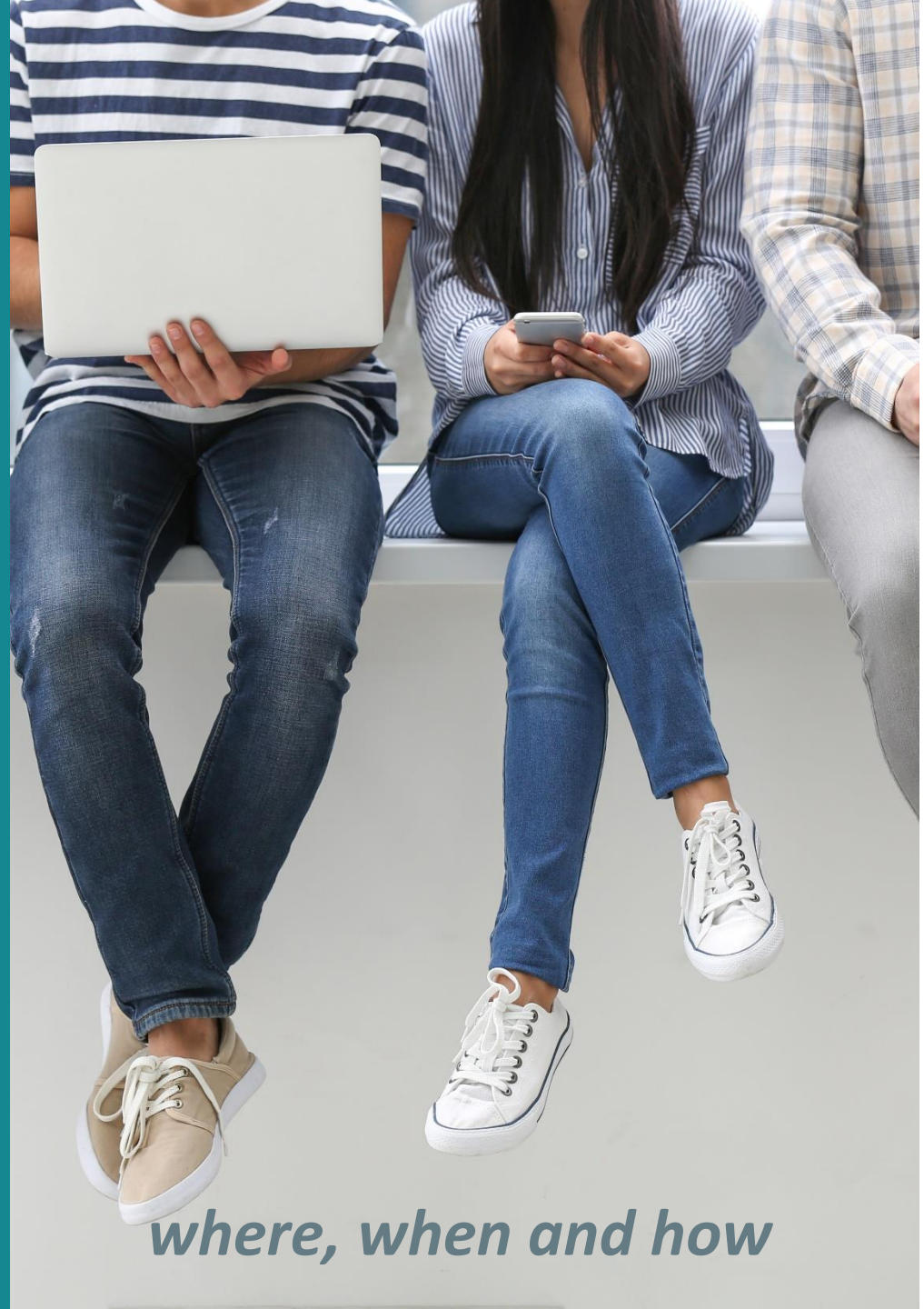
For the retailer's staff

Works both online and offline

Inventory processes

- Master data lookup
- Worksheets
  Purchase, Purchase Return, Stock Transfer, Stock Request
  Stock Counting, Positive Adjustment, Negative Adjustment
  Prepack
  Label Ordering
- Picking
- Receiving

Mobility, speed and accuracy



LS Central

Customer order – more options for the customer

Possible to order items:

- At store
- In eCommerce
- With a Loyalty App/ ScanPayGo

Items can be

- Delivered to the customer's address
- Collected in:
    I. Same store
    II. Selected store
    III. Warehouse

LS Retail

Contactless shopping

ScanPayGo

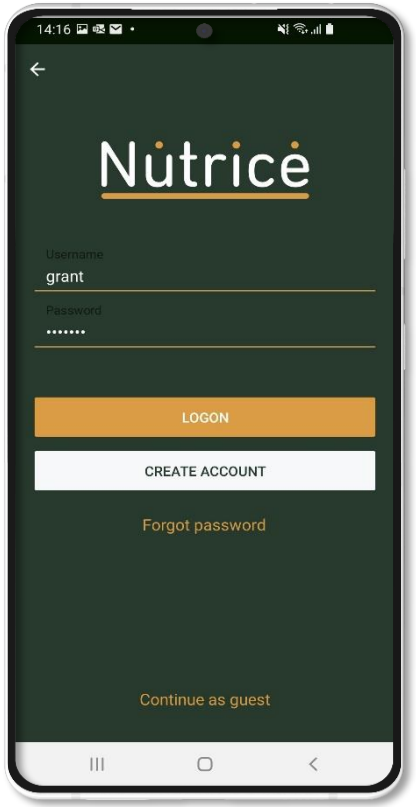
New generation of loyalty app

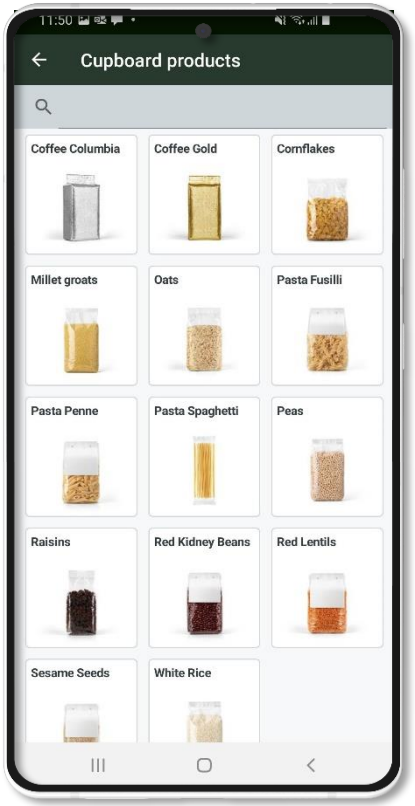
Branded by the retailer

- An easy-to-use loyalty app
- Designed for the modern shopper

Functions:

- Scanning on the go
- Information about items
- Easy to create shopping list and share with friends and family
- View offers, promotions and coupons
- Create your basket, pay in app or at a self-service POS





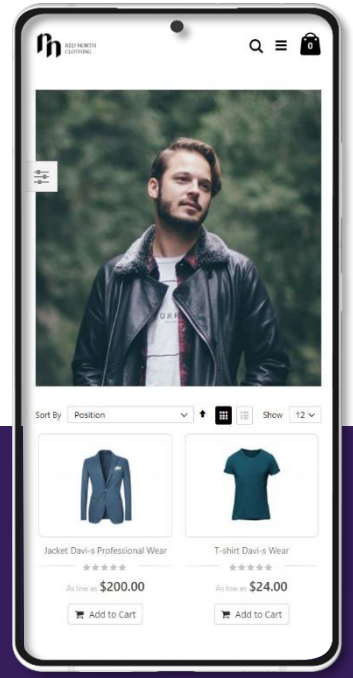
eCommerce

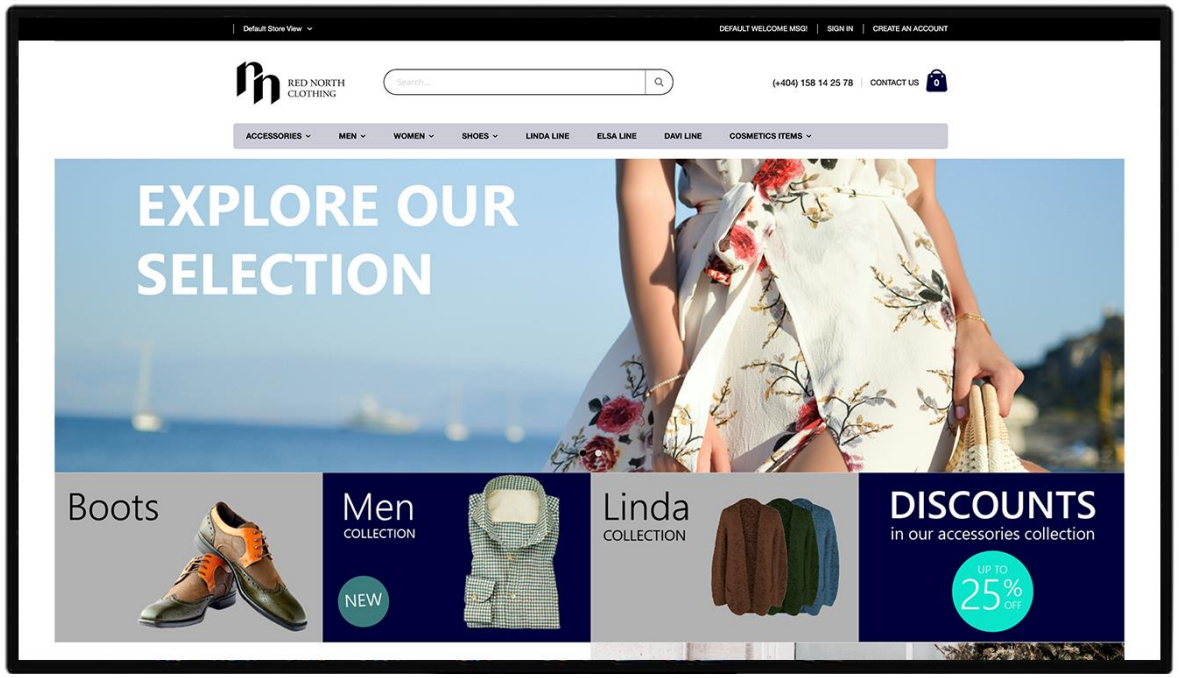
Fully integrated for LS Central

Easy to shop anywhere and anytime

Integrated with LS Central

- Item data
- Prices and discounts
- Basket calculation
- Inventory levels
- Loyalty





eCommerce

- Magento
- 3rd party solution
  - dynamicWEB
  - EPiSERVER → avensia Storefront

LS Central POS – Self Ordering/Checkout

LS Central POS offers the functionality and flexibility to for self-checkout

Self ordering for restaurants

- Utilizing the HTML templating technology to achieve the look and feel needed

3rd party Self Checkout integration

LS Retail is working on integration to 3rd party self-checkouts

LS Central POS will provide business logic

- All Item information, Prices and offers
- Basket calculation
- Result in standard LS Central transactions

3rd Party Self Checkout

- User Interface with process flow
- Security system

Diebold Nixdorf

NCR

TOSHIBA
Leading Innovation

LS Central for pharmacies

LS Central for pharmacy manages various types of:

- prescriptions, handle drugs effectively and keep track of the levels of pharmaceutical stock across all stores.
- retail items (including pricing, replenishment, campaigns/promotions, loyalty, etc.)
- appointments and reservations and finalize sales at the POS.

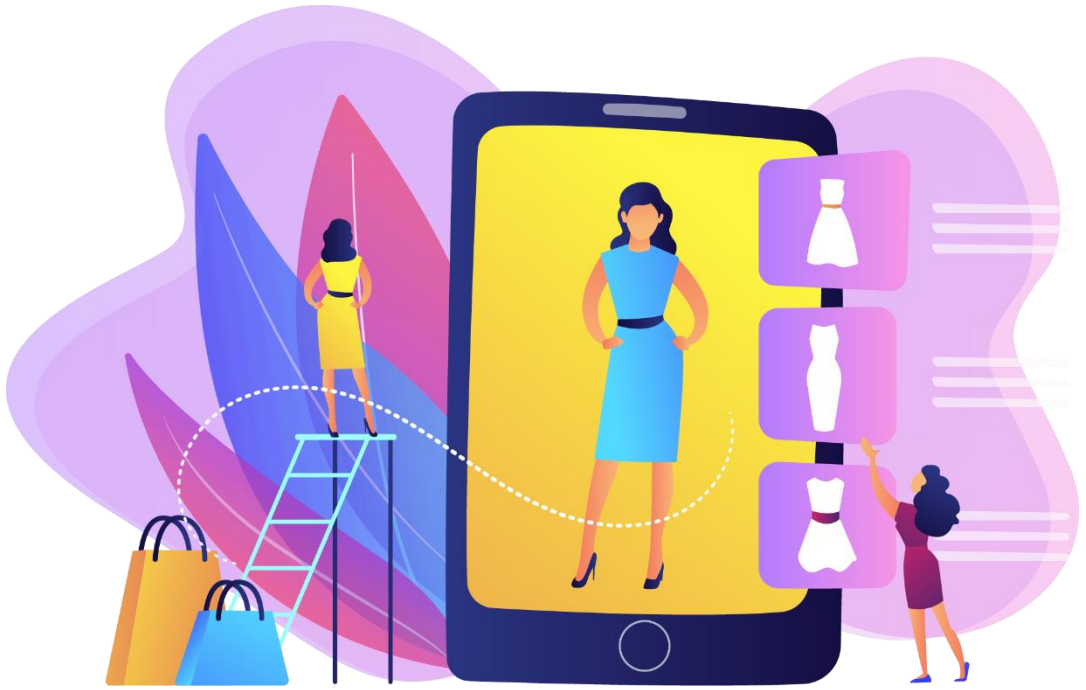
This means pharmacies can use just one software solution to manage all their product sales, from pharmaceuticals to health to beauty, as well as bookings within the same software solution

LS Central for hotels

LS Central for hotels **unites** the typical functionality of a traditional hotel Property Management System (PMS) with the deep retail- and hospitality-specific features that the LS Retail solutions are known for.

The system will cover all the main processes required in hotels and resorts, ranging from accommodation, to services such as spa bookings and reservations, to retail sales and restaurant management, all within a single system.

eCommerce for LS Central



Out-of-the-box integration to your e-commerce site

- LS Central offers out-of-the box integration with **Magento**, **Avensia** and **Dynamicweb**, some of the best-known global eCommerce platform providers.

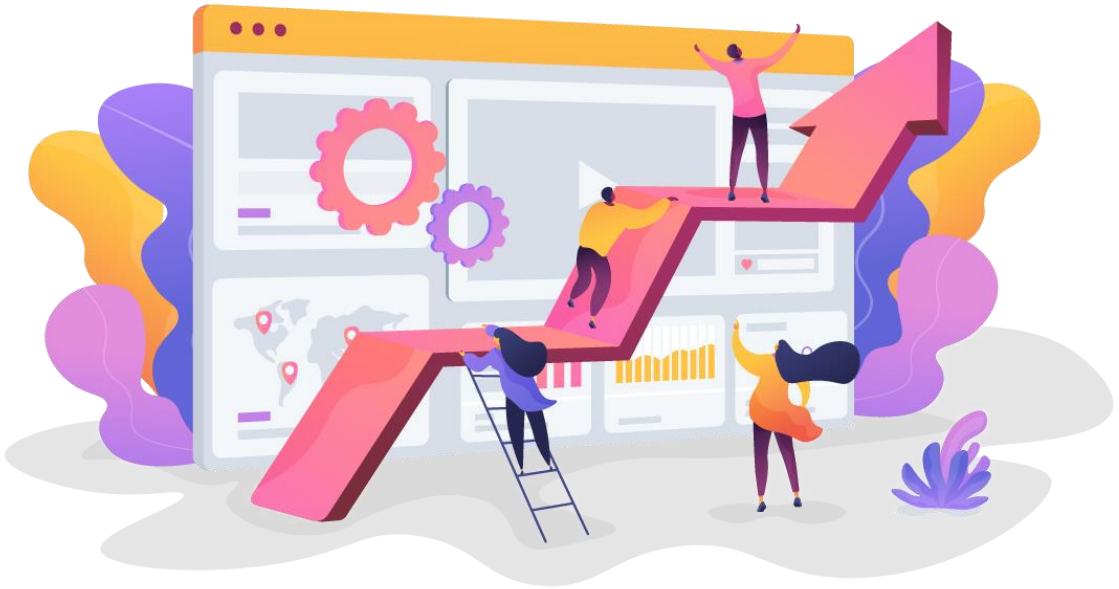
Deliver a unified experience

- With a unified commerce system your business information is always consistent in all channels

Click and collect

- Let your customers decide how to receive their purchases, either collect it in a selected store or have it delivered

Analytics for LS Central



Reports and visualization built in PowerBI

Access to your KPIs on any device

Customizable dashboards and reports

Data extraction layer

Data warehouse hosted in Azure

Free for partners and customers

Bookings for LS Central

For general appointments, courses, classes, rentals and events.

Reserving related resources, duration-based pricing and finalizing on point of sale.

Sample of use:

- Reserving experts & equipment
  - Pharmacy & retail
- Reserving therapists and location
  - Spas, saloons, fitness centers
- Reserving classes, rides and trips
  - Resorts, transport and leisure

Staff Management for LS Central

Maximize your staff productivity and satisfaction

Workforce management system

- Easy to maximize your staff productivity and satisfaction
- Plan and distribute staff rosters, oversee and approve work hours, and gain a clear overview of timetabling, costs, and budget requirements

Includes

- Staff roles
  - Assignment
  - Budget
- Roster planning
- Time registration

Benefits

- Accurate and easier planning
- Accurate hours
- Accurate salary
- Accurate statistics and better analysis

LS Pay

With LS Pay you can sell easily and securely across all your channels

Handles core EFT functions with terminals and services, like: Purchase; Void; and Refund.

It gives the POS/ECR an opportunity to manage multiple payment service providers (PSPs) with one way of work.

LS Pay gives access to multiple PSPs and various devices (PEDs) in different plugins, handling communication through USB, Ethernet and Bluetooth, all depending on the end system.

LS Pay encapsulates the complexity with the communication protocols and has one interface supporting all plugins.

LS Central

Why LS Central?

End-to-end solution

Can be customized using extensibility framework

Built on Microsoft Dynamics 365 Business Central

Low cost of ownership

On-prem – SaaS - hybrid

LS Retail

Don't
miss
the train

LS Retail
an aptos company

Thank you