



LS Retail for Food, Grocery and Convenience Store



LS RETAIL

With out-of-stock being the largest source of lost sales opportunity, are you stocking efficiently to maximize sales?

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The food and convenience store market is an extremely challenging segment of Retail due to high customer expectations for product availability on store shelves. Food retailers are challenged to maintain item lists and product selection for thousands upon thousands of stock-keeping units in store formats ranging from supermarkets to corner convenience stores. In this complex product mix, the number one lost opportunity for sales is out-of-stock averaging 8% industry wide and peaking to 16% during all important product promotion periods. It is of primary, strategic importance for food retailers to maintain customer loyalty and have the supporting technology infrastructure to maximize product availability while at the same time minimizing inventory carrying costs. Food retailers further face the challenge of managing multiple departments with differing product lifecycles from fresh produce, frozen dairy, bakery and both fast moving food items and slow moving household items.

A growing number of leading retailers across the globe in this complex and competitive environment have realized significant business process improvements and competitive differentiation gained through LS Retail's Food and Convenience solution. The solution seamlessly ties all Point-of-Sale activity and back office functionality into a single integrated organizational system and transparent repository for managing better business results. In the fast moving food world of consumer packaged goods, visibility of product movement throughout the value chain and flexibility to drive programs based on consumer demand are the critical factors for success. In LS Retail 2009, continued customer-driven development brings more food and convenience benefits like enhanced Automatic Replenishment and POS flexibility necessary to handle complexities like multiple departments and expanding store formats such as wine departments, fresh bakery and in-store pharmacy.

LS Retail – Food and Convenience Retail Benefits

From small format convenience stores to multi-department supermarkets, Food and Convenience retail challenges are met, including:

- Single system – allows for various business formats in an all-in-one, fully integrated system
- Complete retail solution – one system for all businesses in which the data is stored in one place allowing for easy access by management and staff
- Availability of information – seamlessly accessed across all stores and head office for real time visibility and business decision making
- Flexibility and fast checkout – flexible, adaptable POS tuned to employee efficiency, productivity and customer satisfaction
- Master item management and automatic replenishment – management controls built into system allows for head office focus on promotional activity and total business velocity

And business process improvement is gained with:

- Foundational Microsoft ERP to run financials, sales, purchasing, inventory, and customer management functions
- Seamless integration with LS Retail solutions to run POS, store management, pricing, merchandising, replenishment and so on
- Single integrated retail system for food and convenience retailers based upon Microsoft standard tools guaranteeing rapid adoption, low cost of ownership and enhanced staff productivity
- Deep retail-specific functionality for food and convenience retailers such as in-store management, special orders, open-to-buy, automatic replenishment, store and item grouping, master data management and so on



LS Retail – Food and Convenience Retail Industry – Proven Benefits

As experienced by food and convenience retailers around the world, benefits realized through LS Retail solutions produce breakthrough operational performance results including:

- **Efficient data synchronization** – Latency factor reduced by up to 50% when updating store data in centralized databases with reporting access
- **Efficiency** of warehouse users increased by up to 60% in time spent on managing warehouse processes
- **System maintenance** – Effort at stores reduced by up to 40% through tasks handled by head office control
- **Automated replenishment** – Allows head office to focus on high turn promotional activities rather than standard stock and what they need to buy
- **Stock control** – Allows the right product mix in stores to meet sales goals and maximize revenue
- **Head office control** – Reported total control over pricing and increased sales as head office directs and enforces store prices
- **Improved productivity** – Attained by integrating the data flow between all retail and accounting functions
- **Promotions management** – Prices and promotions can be prepared in advance
- **Food management** – Delicatessen and takeaway
- **Pricing** – Different pricing in different branded stores and different locations
- **Infocodes and sub-infocodes** to prompt cashiers for cross-selling
- **Integration to scales** – Fast and accurate sales on weighed items at the POS

HIGHLIGHTS:

- Fast Checkout
 - Customer Loyalty Program Accessible from POS
 - Sales History & Drill-down
 - Vendor Performance
 - Campaign Management
 - Promotions, Discounts,
 - Mix and Match
 - Offers, Coupons
 - Simple Receiving Process (Mobile devices)
 - Shrinkage Management
 - POS Dynamic Interface, Design on the Fly
 - Simple Processes at the POS
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- **Self checkout** - Leverages new technologies and is constantly being updated
 - **Flexible** – Hardware and operating system independent
 - **Resilient** – Registers are working 100% of the time
 - **The total cost of ownership** – The solution is very easy to customize according to the retailers needs
 - **Advance Inventory** – Integrated wireless technology and electronic shelf labels
 - **Scalability** – Allows the system to grow with the store

About LS Retail

LS Retail is the leading provider of end-to-end solutions for the Retail and Hospitality industry based on Microsoft Dynamics technology.

LS Retail is sold and supported by more than 120 certified partners in over 60 countries, which makes it possible to deploy LS Retail on a worldwide scale. This is probably the largest existing channel for a vertical Microsoft Dynamics add-on product. All our partners are certified and have undertaken advanced training on LS Retail NAV.

LS Retail is a 2009 Inner Circle and President's Club for Microsoft Dynamics® member and Microsoft Dynamics ISV Partner of the Year for Western Europe 2009.

LS Retail has been installed by more than 1.500 companies with 27.000 stores operating over 55.000 POS terminals worldwide. Among many satisfied users of our solutions are: adidas, Kiddicare UK, Dobbies Garden Centres, Dreams, Rivoli Group, aswaaq, Popular Bookstores, Pizza Hut, IKEA, SPAR Belgium, HDS, ABRL Group, Disney Artist Shops, Uninor, Gallo Retail, Inc., Bodycare International, APC Japan, Baltika Group, Cili Pizza, Elie Saab, Wind Italy and many more.

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