

LS Retail

We make business easy

Hello everyone, we will begin the presentation in approximately 3 minutes...

What steps UK retailers must take now

for post-COVID success

Webinar series



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Audience

This webinar is for retailers, restaurateurs, hoteliers, primarily in the UK market, as well as LS Retail partners.

This webinar requires no Microsoft Dynamics 365 LS Retail solutions experience



Special guest

Gabrielle Hase

Has over 20 years' experience as a multichannel retail advisor and has worked with many of the UK's leading retailers on building their ecommerce presence both at home and abroad, including Arcadia, LK Bennett and Sweaty Betty. She is an advisor to the venture capital and private equity communities and also mentors startups. She regularly speaks at conferences including Good Growth, Ecommerce Futures and Ecommerce UK.

Her most recent whitepaper can be downloaded from:

https://issuu.com/soleberry/docs/retail_pandemic_playbook.



Retail has Changed **FOREVER**



- 10 Steps to **Take Now** for Post-Covid Success



- The headlines read: The **retail apocalypse** is upon us
- COVID-19 has made our retail business models **irrelevant**
- There is a silver lining: the opportunity for retail leaders to **make the change that needs to happen** in every single part of their business

CUSTOMERS ARE CHANGING

Safety is now very important

Consumers want a **human connection** with brands

People are investing more in businesses that reflect their **values**

TRENDS ARE ACCELERATING

Ecommerce is now a preferred way to shop, for **convenience, safety** and **choice**

We've hit 'peak' stuff: Consumers buying less but buying better

Creating a product and experience that is truly unique is even more important

FLEXIBILITY FIRST

Companies are having to take a hard look at what **functions are essential** and select team members who go beyond their own job description

A flexible mindset and the **ability to pivot quickly will determine success** and survival

ROBUST TECH IS TABLE STAKES

Tech infrastructure **solutions need to consider the entire user journey**, seamlessly join all channels

In this New World, **every Board of Directors needs to include native digital experience**

5 KEY SUCCESS FACTORS FOR POST-COVID RETAIL

1. AGILITY

Supply chains need to be more **localised** and diverse

Warehouses enabled for **social distancing**

Store leases made **flexible**



5 KEY SUCCESS FACTORS FOR POST-COVID RETAIL

2. BEING TECHNICALLY ROBUST

Fear of infection has **decreased dwell time** in-store

Online channels must handle **dramatic spikes** in demand

Brands need to ensure a **seamless** omnichannel proposition

BLUE LAGOON
ICELAND

Blue Lagoon Iceland

**Blue Lagoon chose LS Central for hotels
as their management software system**

5 KEY SUCCESS FACTORS FOR POST-COVID RETAIL

3. BEING VALUES-DRIVEN

Brands need to be transparent
_____ and _____
accountable

SPACE NK
APOTHECARY LONDON

5 KEY SUCCESS FACTORS FOR POST-COVID RETAIL

4. BEING SAFE AND TRUSTED

Hygiene processes need to be clearly signposted
Physical distancing needs to be visibly observed and enforced
Organisations need to ensure fair treatment
of diverse community groups

MCKESSON

McKesson pharmacy

McKesson (www.mckesson.com) is a leading healthcare company for wholesale medical supplies and equipment, pharmaceutical distribution, and healthcare technology solutions. Both LloydsPharmacy and AAH Pharmaceuticals form part of McKesson UK. This brings expertise in healthcare logistics, pharmacy dispensing and healthcare services to over 14,000 hospital and community pharmacies across the UK.

The Difference We've Made

Our 20,500 colleagues have worked tirelessly to provide medicines and care to customers and patients

LloydsPharmacy has provided vital medicines and health advice to **1.5 MILLION** people every week during the pandemic

In April and May, AAH picked, packed, and dispatched **over 500,000** deliveries to pharmacies and hospitals

Our LloydsPharmacy Clinical Homecare nurses have delivered healthcare in the community to over **90,500** patients with long-term conditions – helping people to stay out of hospital

112,000

Since the start of lockdown LloydsPharmacy Online Doctor has provided medicines and advice to **112,000** patients

During lockdown, Echo by LloydsPharmacy has dispatched **1.5 million** packs of medicine, saving patients **500,000** essential travel journeys

17 MASTA nurses who had been furloughed volunteered to join the NHS COVID-19 testing scheme

5 KEY SUCCESS FACTORS FOR POST-COVID RETAIL

5. BEING SUSTAINABLE

Customers are becoming more ethically aware

Brands need to invest hearts and money into less plastic packaging, more recycled materials, Fair Trade and/or organic certifications



10 STEPS TO START PLAYING OFFENSE INSTEAD OF DEFENCE:

1

PLAN MULTIPLE SCENARIOS. COVID 19 HAS HAPPENED ONCE - IT CAN HAPPEN AGAIN.

2

HIRE SMARTER AND PAY MORE FOR EMPLOYEES WHO ARE FLEXIBLE AND CAN QUICKLY ADAPT THEIR SKILLS

3

ASSESS YOUR IN-HOUSE SKILL SET AND TECH INFRASTRUCTURE - THEN FILL THE GAPS QUICKLY

4

MAKE TECH A PRIORITY INVESTMENT

5

DEFINE AND COMMUNICATE YOUR VALUES TO EVERYONE - CONSUMERS, SUPPLIERS, EMPLOYEES, SHAREHOLDERS

10 STEPS TO START PLAYING OFFENSE INSTEAD OF DEFENCE:

- 6 ENSURE THOSE VALUES ARE UPHELD
- 7 EMAIL YOUR CUSTOMERS ABOUT THE HYGIENE PROCESSES YOU HAVE PUT IN PLACE
- 8 MAKE SURE THEY ARE OPERATIONAL ON THE GROUND
- 9 REVIEW YOUR SUPPLY CHAIN AND IDENTIFY SUSTAINABLE SUBSTITUTES WHERE POSSIBLE
- 10 WHERE IT'S NOT POSSIBLE, INVEST IN CARBON OFFSETS



ANYTHING LESS THAN A RADICAL RETHINK

JUST WON'T CUT IT



LS Retail

We make business easy



UNIFIED

SOFTWARE SOLUTIONS

FOR RETAIL & HOSPITALITY

Where to find us

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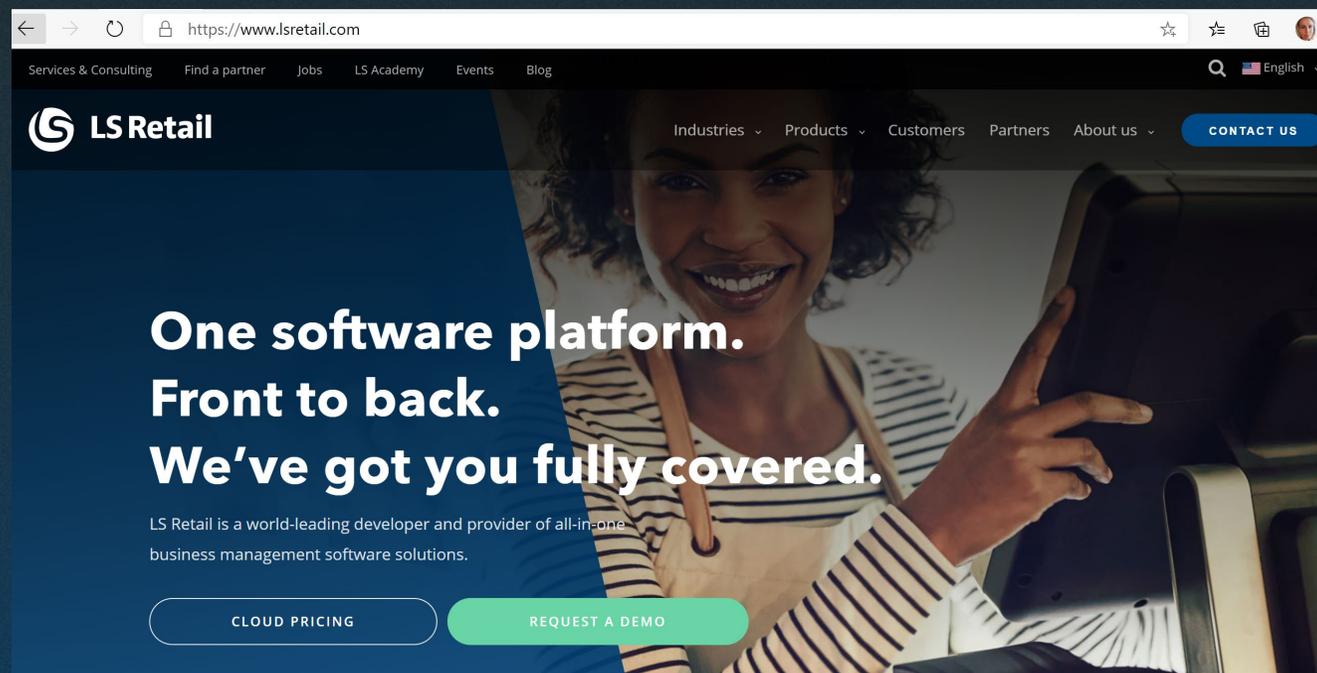
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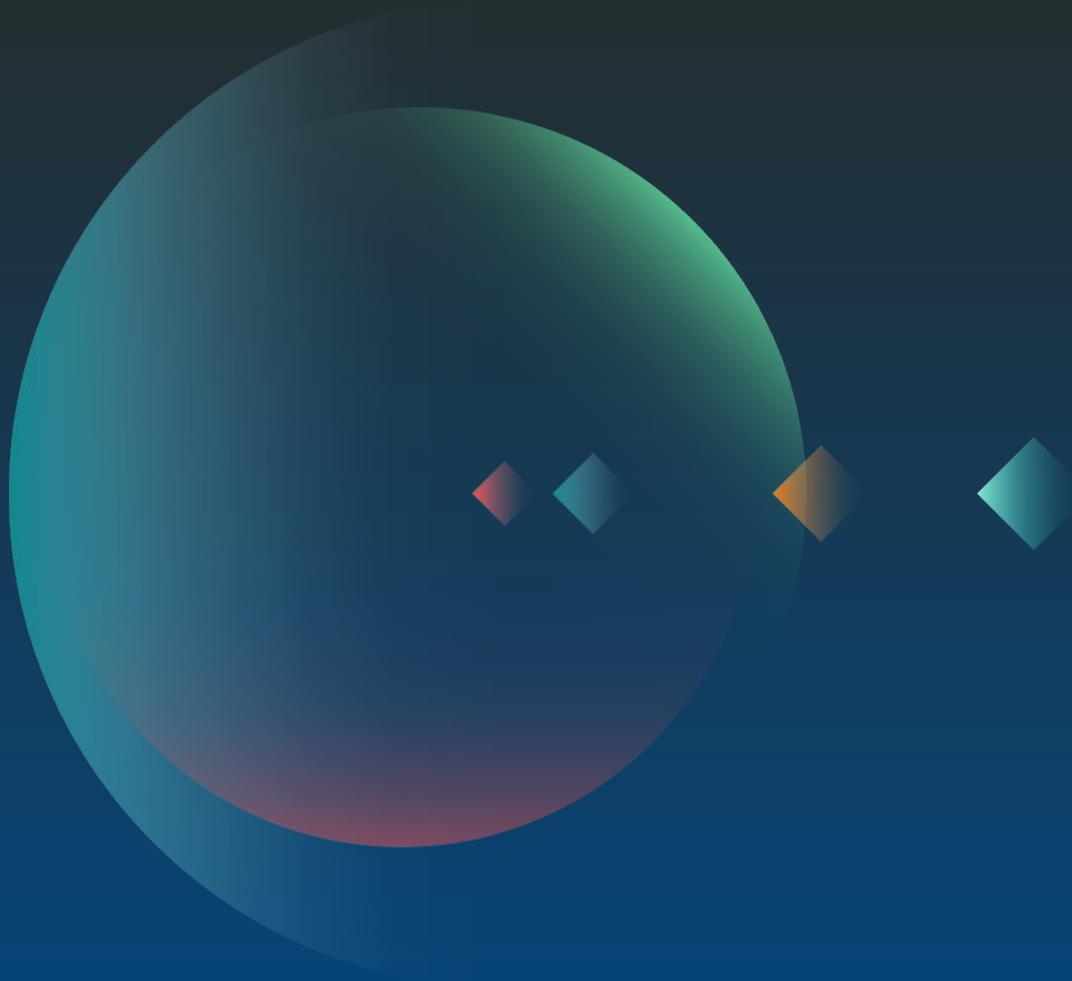
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Thank you!