Securing grocery retail for the future
June 26, 2025 – Webinar Questions and Answers

If you have further questions on any of the information shared in the webinar, please feel free to contact us at info@lsretail.com

---

Q: **Which are the main regions where LS Pay is supported?**

A: LS Pay is supported globally but admittedly we do have various levels of support based on geographies. The main regions for us would be Europe and the Americas, especially North America but we have a footprint in the Middle East as well, in APAC, and in Latin America. That footprint is constantly growing. Please reach out to me (petur@lsretail.com) for a detailed list of which PSPs are in play in the respective regions.

Q: **What are the advantages of running the combination of LS Central on top of Business Central?**

A: In our experience, it has a lot to do with simplified management. You're just dealing with one platform instead of, perhaps, 10 separate solutions. One for finance, one for sales, one for retail, one for inventory, and so on, and so forth. It's just easier to manage, and, therefore, it's easier to secure because many of the breaches that have happened over the years happen because one system is vulnerable or there is an opening somewhere where hackers can squeeze in.

So, we're very happy with the security aspects of the Microsoft platform and being able to run the platform throughout the organization. It's the same solution running on SaaS as you've been running on the POS. Same security, same code base. Everything is the same. It's just easier to manage. If you need to make a change to how your discounts are calculated, then you just do the configuration once. You don't need to worry about separate systems for eCommerce, Loyalty or POS etc. These three are probably the first ones that pop up when you're talking about Grocery in in general.

Obviously, a few years ago, self-checkout integrations were top of mind. And now we have integrations with four of the providers. We did NCR years ago, Diebold Nixdorf. And now we have added PartnerTech, and we're working with some others at the same time. So, we have a good selection of out-of-the-box self-checkout integrations.

Another advantage of the Business Central/LS Central is the fact that you're authenticating through the Azure Entra ID, which means there's just one place to manage your users. So, if somebody leaves, you can disable them in one place, and then that cuts them out of the whole system. We use modern authentication

for any integrations we may have. So, you're not relying on basic authentication anywhere, which is obviously vulnerable.

From a security aspect, we made the decision years ago when we started developing LS Pay to try to keep it out of scope when it comes to PCI DSS certifications. That's proved to be the right decision because, if you have to go through a PCI audit, that's a massive process; both time-consuming and costly. Now we can offer LS Pay in how many countries? We have implementations in over 60 countries, but through PSPs, such as Adyen, you have a global reach. And you have a secure payment platform that is never in scope when it comes to PCI DSS certifications. So, it's a massive advantage for the retailers.

Another thing I would like to highlight as well. Perhaps, it didn't reach across in the presentation. If you remember Mark's presentation, highlighting Bonus and the device that they have on their trolleys, which allows you to self-scan items into the transaction. LS Pay is receiving support from various PSPs called soft-POS or Tap-to-Pay, which allows you to go through the payment process on those rugged devices on your trolley as well. So, now you are able to finalize payment on that device, on top of being able to charge your customer account or transport transaction over to the point of sale for checkup there. So that's a very nice addition to the grocery space as well.

We've talked to some hardware vendors, and they have seen a massive increase in sales of rugged handheld devices. If you wanted to do queue-busting in the past, you usually had to have a dedicated, or special device with a payment terminal attached to it. But with Tap to Pay, it's different. You can take any Near Field Communication (NFC)-enabled Android device, for example, and use it for payment processing. So, you don't need to have these additional terminals. If you envision using queue busting in your stores, you can equip an employee with the same terminal that we use for Mobile Inventory, as Mark covered in the webinar. You connect to that, any of the Bluetooth printers that we're supporting, and then you have a super easy way to do queue busting. You basically can transact wherever you are on the shop floor. The POS is available on the mobile device. Payments are there. Printer integrations are there as well.

So, it's a super-convenient solution.