LS Retail Intelligent Cloud solutions

Take your data to the next level

Webinar Q&A – Oct. 1, 2020

Presenter: Martin Kleindl, Product Director

Q: **I want to understand how LS Insight will work in a multi-company scenario... Do we need to have multiple Azure SQL Databases for each company?**

A: We are currently looking at how to handle this. In our approach we are definitely thinking about one database, and then the reports can make use of the information from the separate companies. As it is today, it would be multiple databases.

Q: **In the case of multiple databases, how do we do the consolidated reporting? This is an ongoing scenario at one of our customers.**

A: LS Insight does not cover this out of the box currently, but when we upload data from multiple LS Central databases, one approach would be that there is a consolidation database where the numbers from the individual databases are consolidated into this database. This could be achieved with SQL-scripts and pipeline.

Q: **Will LS Recommend version 2 be made available for older versions?**

A: At LS Retail we provide new functionality to our latest product versions only but the changes in LS Central are quite modular here, especially for LS Recommend. To take these changes out and backport them to previous versions should be possible with and overseeable effort. If you need assistance with implementing this, please contact your LS Central partner or LS Consulting.

Q: **Does LS Forecast support forecasting on category as opposed to individual items?**

A: Not yet, this is on the roadmap.

Q: **Will there be a standard integration or similar to a 3rd party like Vemcount? They count the number of people who enter a store. Many customers in malls have these in order to measure the "hit rate"- that is, no. of customers entering store vs. the no. of sales.**

A: We are not planning to do a standard integration for this specific product. If this product is in place you can upload the data to the LS Insight data hub and then extend the reporting based on that. It should be fairly easy to achieve this but a standard integration is not on our roadmap at LS Retail.

Q: Does LS Forecast demand a full inventory setup pr. store (with Purchase Orders) or can it be based on Sales Transactions only creating a purchase proposal? (I know it may not make sense to NAV Consultants, but regarding a Grocery Chain Client: They really don't make Purchase Orders. They only have a full stock inventory counting twice a year, so there will be Sales Transactions only....) I mean, could you use Sales Transaction filtered by a period (Day/Week) to calculate a demand within this period only?

A: LS Forcast calculates future sales demand based on the sales history, sales history adjustments and out-of-stock days, so there is no need to have Purchase Orders in place to calculate the forecast. Of course, when we use this forecast information from LS Forecast in Replenishment, then we add Purchase Orders, Sales Orders and Transfer Orders to the equation to get Purchase Order and Transfer Order proposals. So the answer to this question is yes, you can run LS Forecast with Item Ledger entries with sales information only.

Q: Does group Forecast mean multiple items? Or is it multiple sites?

A: With Group Forecast we introduced the possibility to calculate forecast for aggregated levels. As LS Forecast is today, we calculate on item, location and variant levels to get the forecast. But this means of course a lot of calculations, especially for the Fashion Industry where you have a lot of sizes, colors and styles. To make it easier to forecast here, we will introduce the possibility to calculate the forecast on item level and then break the down into variants in LS Central. In the future we will also allow forecasts to be calculated on Product Group level or Item Category level, and this will be extremely useful to link to budgets.

Q: Are the upcoming Internet of Things introductions are meant to improve customer experience?

A: With this integration, we want to make use of Internet of Things sensors that are getting used more and more in the retail industry. Internet of Things sensors could be for example intelligent shelves that automatically detect when there are no items in the shelves. This can be done with a built-in scale or a light sensor. Then we get this information into LS Insight and can then do reporting based on this information. This is just one example of how we foresee this. Internet of Things sensors could also be used in the Hospitality area. We have all seen self-service kiosks in QSR places like Burger King or MacDonald´s and they have built-in cameras. We could collect information on our customers – are they female, male, kids – we could try to estimate the age and even the mood of the person ordering... And then we could combine this information with our sales data to understand better which groups are relevant for promotions and other activities.

Q: Can LS Recommend work on an existing e-Commerce website?

A: Not out of the box, but integration can be built. The e-commerce website needs to communicate with the LS Omni APIs to receive the recommendations.

Q: **Can LS Insight be integrated with an existing modern data warehouse architecture?**

A: If you already have a data warehouse in place, you could take the data from the LS Insight data hub (that is already prepared with our pipelines and ETL procedures) and move this data to your data warehouse. This would be one way of integrating with an existing data warehouse architecture.

Q: **Can we use LS Forecast without LS Replenishment?**

A: Yes, you can do that. In Replenishment we have a base setup that defines which items are active for replenishment and which items are active in which stores. This is the only thing you would need to do in Replenishment, from a setup perspective and then you can upload sales history, calculate the forecast and download it back to LS Central into the LS Forecast entries table. Then you can use it from there.

Q: **Does LS Forecast needs a special license?**

A: The service in the cloud comes with a subscription model that is consumption-based. So here is how it works: We count how many forecast calculations you do in a monthly period. If you calculate 1000 items for 10 stores, this would add up to 10.000 calculations. And if you calculate weekly, this would be x4 resulting in 40.000 calculations per month. We calculate this and at the end of the month you would get a bill for the calculations used. We have one base subscription for the first 10.000 calculations and then for each of the consequent 10.000 calculations we have additional packages that are cheaper. So the cost is consumption-based, and this is why we suggest that you start with a few items and then add more. Start with your most important items, the A-items, calculate and if you like it, you could add more items. If you don´t like it, you just stop calculating and there will be no more bills from LS Retail.

Q: **Is LS Insight compatible with a multicompany structure (franchise for example)?**

A: We are currently working on this. At the moment, an LS Insight instance is always linked to one company. It is possible to have a consolidation company on the LS Central/Business Central side where you calculate everything and then send it to LS Insight, but in the future we will handle this in the LS Insight instance, where we will provide multiple companies in one database and then, with filtering, give users access to the companies they are allowed to see information in. This is work in progress.

Q: **Will LS Insight cover financial reports in the future?**

A: We are currently investigating this. Microsoft has released a Power BI app that connects to Business Central´s account schedule. This approach and solution from Microsoft looks really good, and could be used as a supplement to our retail-focused reports. I think this will be the way to go for us.

Ending statement:

We at LS Retail stongly believe, that reporting based on LS Insight should be part of every implementation of LS Central. It‘s for free and gives a lot of benefits.
And it should be included in every sales presentation to show retailers how they can

make use of their data to get better, actionable insights.