



Consulting services

Expert and professional services for your project from beginning to end

Support! Service! Systems! Specialists from the LS Retail source. When you work with an LS Retail consultant, you are not only getting an expert in our products and systems, but also one who knows retail, hospitality, and forecourt. Whether you are taking on a new industry or vertical, attacking a new project, or need to answer a client's question skillfully and swiftly, we are here to help!

What can LS Retail consulting services do for you?



Train your experts

We provide your staff with tailored sales and product training to be more effective and close more deals.



Get pre-sales support

Our consultants can join your pre-sales meetings to help you close the deal with expert, targeted demos and information.



Shorten implementation time

Get support and advice for all areas of your project to ensure it goes live quickly and without a hitch.



Reduce project risk

Don't have the right resource? We do. Our consultants have years of experience in retail, hospitality, and hardware configuration.



Improve business processes

A smooth process means ease of implementation, successful launch, and the ability for you to take your project further.



Build knowledge

Working with our consultants ensures you get the latest knowledge of LS Retail products that you can use even after the project is done.

What we can help you with ?



Analysis

Retail, hospitality and forecourt all have specific operations and requirements from the head office to the points of sale. Our consultants will

- Pinpoint the needs along the chain with Fit/GAP analysis
- Identify solutions to those needs
- Design a system and create an implementation strategy
- Document processes and areas for both standard solutions and customized systems.



Configuration and optimization

Are customers facing long lines at points of sale? Or perhaps guests are asking for a seamless booking, food ordering, and reservation system. Our consultants know how to hone LS Retail products to

- Give the best functionality
- Tailor functions to each customer's needs
- Test a system for optimal performance
- Create, run, and document evaluations for all functions.



Customizations and enhancement development

A gas station bringing together retail, foodservice and pump control in one software; retail selling across channels; or hospitality looking to integrate food service, gift shops and spa treatments – each has its own needs that we can fill by

- Suggesting appropriate ERP and POS enhancements
- Advising on employing new solutions
- Customizing current and new LS Retail products.



Project management

Unified management means a better outcome for unified commerce. Our team can give you a hand as management leads or as support during each phase of the project:

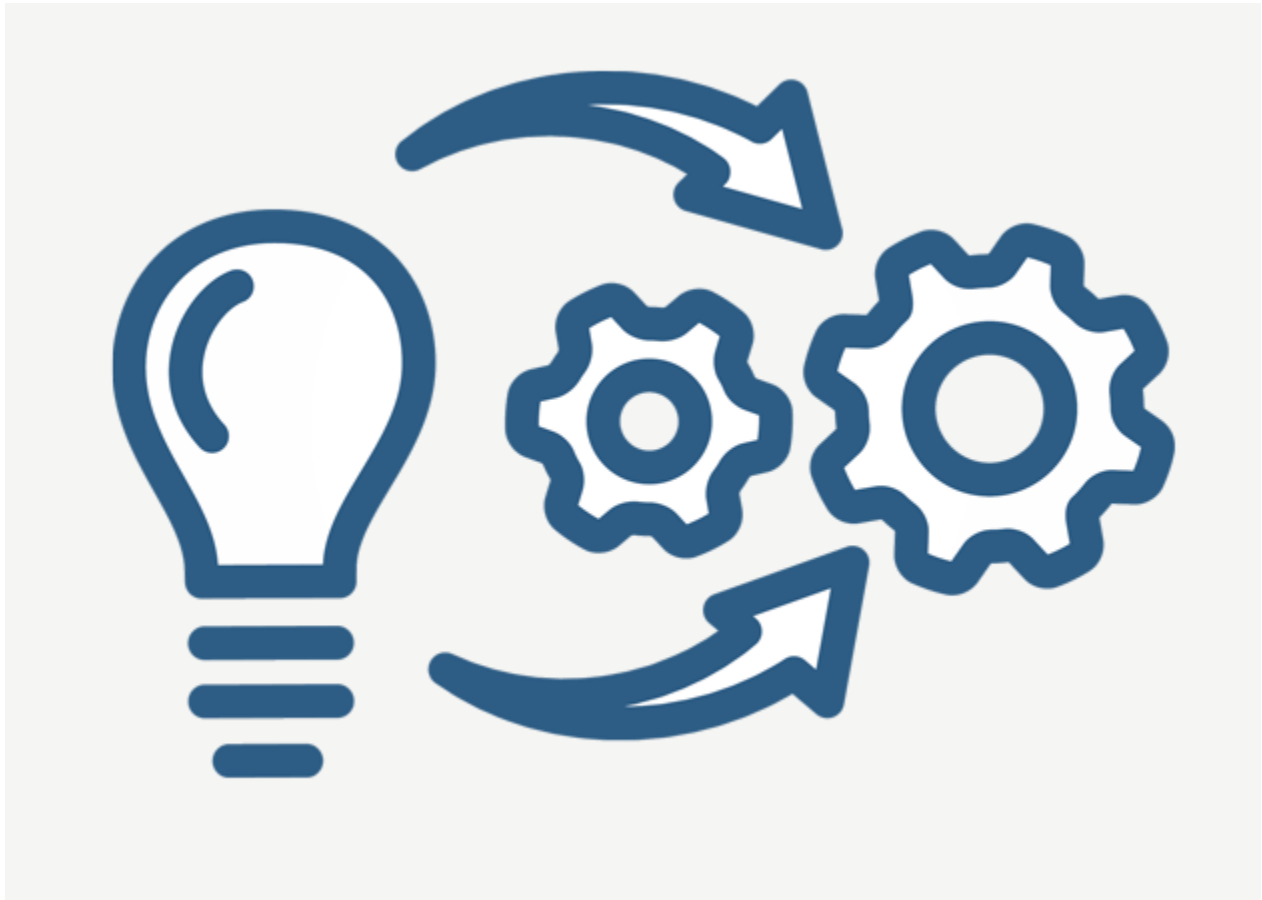
- **Initiation:** from developing a business case, to feasibility studies, to phase reviews.
- **Planning phases:** creating plans to manage resources, finances, communication, risks, quality control and more.
- **Execution:** ensuring the project goes according to plan in terms of times, costs, quality, and internal acceptance.
- **Closure:** delivering the project to the end.



Training and learning opportunities

Different industries require different training strategies. We offer everything from partner certification with [LS Academy](#) to in-depth training on specific LS Retail products. Our trainers

- Design courses specific to your needs
- Create teaching materials based on actual issues
- Develop individualized testing scenarios.



Implementation and deployment

A loss of sales or a break in services at implementation and deployment can spell disaster. Our consultants ensure resilient software solutions from the start through

- Data migration
- Setup and testing
- Installing software in the head office, points of service, and everywhere in between
- On-site guidance and support when the project goes live.