



Migrating more LS Nav customers to LS Central SaaS, faster

How LS Retail can help you



Kristjan Johannsson
General Manager



Migration Webinar

Setting the Stage

January 30th, 2024

Our joint customer base

- Many of our customers are using old, outdated versions, some no longer supported by Microsoft
- Some quite customized
- We all need to be proactive towards these customers
- A prime target for other solutions?



The opportunity

- Business Central on a run!
- Absolute dedication by Microsoft
- Microsoft programs ready such as AIM and BC Concierge to support
- The platform is becoming more scalable
- LS Retail ready with support programs
- LS Retail already has several large installations running well – and a growing pipeline
- The business value of going SaaS growing fast

The economic value of migrations is considerable for us and our partners!





Adalbjorg Karlsdottir

Onboarding lead



Peter Vach

VP Partner Operations



Speakers

Agenda

1. The Value of Business / LS Central as Cloud Solutions
2. Technology Shift – Value of AI powered by the cloud
3. The Business Value – The Why ?
4. The Challenges – What is holding our customers back ?
5. The LS Retail Migration Services – How can we help you ?
6. Actions



The value of LS Central SaaS



Improve **security**, privacy and reliability

Sensitive business data is stored in highly secure, state-of-the-art Microsoft datacenters. Your data will be there when you need it, thanks to a 99.9 percent uptime service-level agreement (SLA).

Reduce the cost of maintaining hardware

Improve IT productivity by reducing the complexity associated with managing hardware and software and providing support. Eliminate the hassle of software maintenance tasks and refocus people on strategy.



Enable **scalability**, flexibility and easier onboarding



Support business growth without costly changes to your IT infrastructure, including the ability to quickly activate and deploy new users.

Always be **current** and **compliant**

With Dynamics 365 in the cloud, you will have the most current software to run your business and maintain the highest standard of compliance.



The value of the cloud

For many organizations, the true costs of both solutions are poorly understood, making it difficult to compare total cost of ownership (TCO)

	Hosted on-premise	Online (SaaS)
License i.e., how much a user pays for		(as you go)
Hardware and infrastructure i.e., hardware, software, network		
Servicing production i.e., provisioning, updates, patching		
Rich capabilities <ul style="list-style-type: none">• Collaboration with Business Central data in Teams• AI with Azure ML• Company hub• Default Power BI reports• Easy Power Automate workflow creation		
High availability and disaster recovery i.e., Hardware, software, networking		
Mobile and open API architecture i.e., simple setup of mobile app and integration with third parties	Not included	Included
Additional usage rights software i.e., SQL license, embedded Power BI	Not included	Included
Compliance and security i.e., GDPR ready, ISO certifications	Not included	Included

Future of ERP: Empowering businesses and people with AI-guided productivity



Technology shift

how AI will affect Business Central SaaS

- Data Analysis and Insights
- Supply Chain Optimizations
- Predictive Analytics
- Automation of Repetitive tasks
- Use of Natural Languages
- Automated Report Generation
- Employee Productivity
- Fraud Detection and Security
-

The business value



FORRESTER

The Total Economic Impact™ Of Microsoft Dynamics 365 Business Central

Cost Savings And Business Benefits
Enabled By Dynamics 365 Business Central

OCTOBER 2023

VITA also decided to run LS Central in the cloud as Software as a Service (SaaS). Kristian Sonnenberg told us why this was ultimately the best decision for the company:

- **Continuous updates with less complexity.** The SaaS model eliminates the need for expensive and time-consuming upgrades.
- **Access to full functionality.** The company automatically has access to new features and functionality when the software is updated.
- **Platform synergies.** The company was already using the cloud-based business analytics service, Power BI, and Microsoft Dynamics ERP, allowing them to easily connect all their information into one platform.

Bedege, a local LS Retail partner, oversaw the implementation. “We needed a partner that would understand not only ERP, but also what is going on in our stores specifically,” says Sonnenberg, “The Bedege team is excellent. They are a true retail company. They have also been very flexible, thinking outside the box and accommodating our needs.”

VITA, supported by Bedege, went live with the solution in 116 stores between February and May 2023. “We rolled them out quite quickly,” says Sonnenberg. “It took 6 weeks to roll out all the POS. The implementation went smoothly, and the best part is that our daily operations were not affected at all.”

The business value



Benefits

The LS Retail software solution has streamlined key business processes in Casa del Café.

The company now enjoys:

- **Total control over their business** – Management can oversee their locations from headquarters, while getting access to all business information in one central place.
- **Increased efficiency** – “We used to spend too much time on manual, redundant tasks,” says Choussy, “by automating these tasks, we’ve been able to reduce errors and focus on higher-value tasks like delivering excellent customer service.”
- **Lower infrastructure costs** – Looking back, the company is pleased to have taken the decision to run the system totally in the cloud. “Compared to Nicaragua, where we operate on-premises, we have seen significant cost savings in infrastructure, integration development, additional system licensing, as well as increased operational efficiency,” says Choussy.

What is the business value customers get ?

- We need more evidence, customer cases, proof
- We have 400+ customers running LS Central SaaS
- Need more Customer Reference Stories with ROI /Benefits

Your business value

- SaaS customers generate more revenue
- SaaS customers generate higher license margins
- SaaS “simplifies” the knowledge needed by your consultants
- SaaS helps to streamline your support team knowledge



The challenge



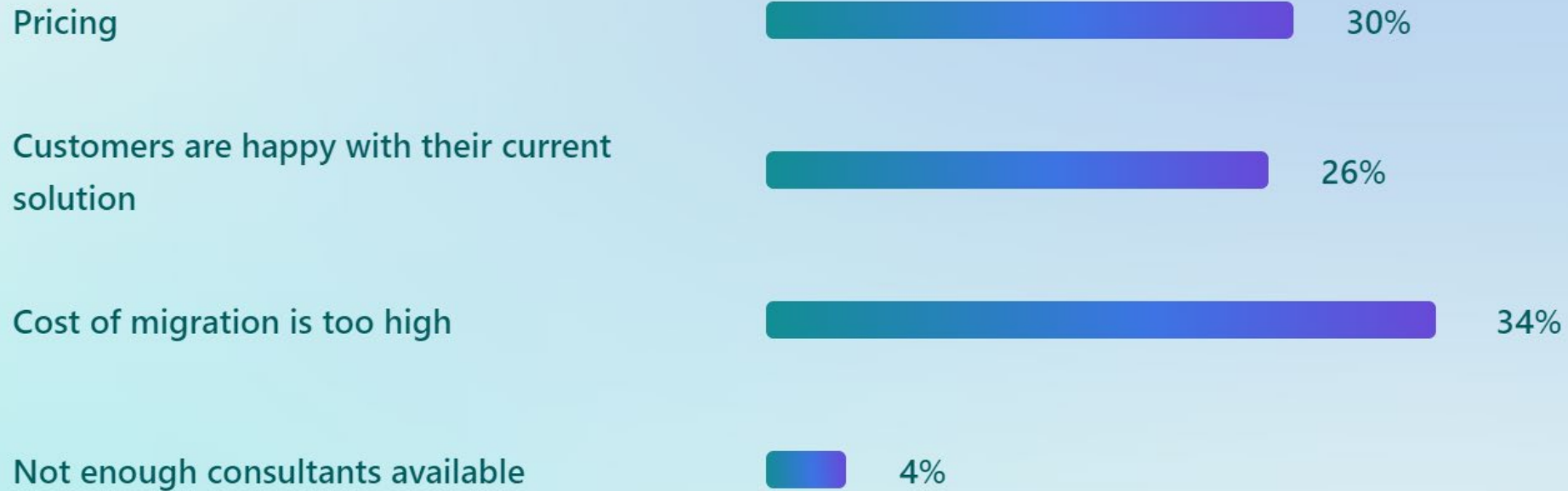
Customers are concerned → Top ones

- Desire an easy, hassle-free transition from their current solution to minimize business disruption
- Sensitive to software usability and cost to migrate data
- Convinced customizations are necessary
- Concerned about integrations with other line-of-business systems
- Concerns over performance and scalability
- Concerns about cloud service reliability and uptime are heightened as downtime significantly impacts retail operations

Your Challenges ?

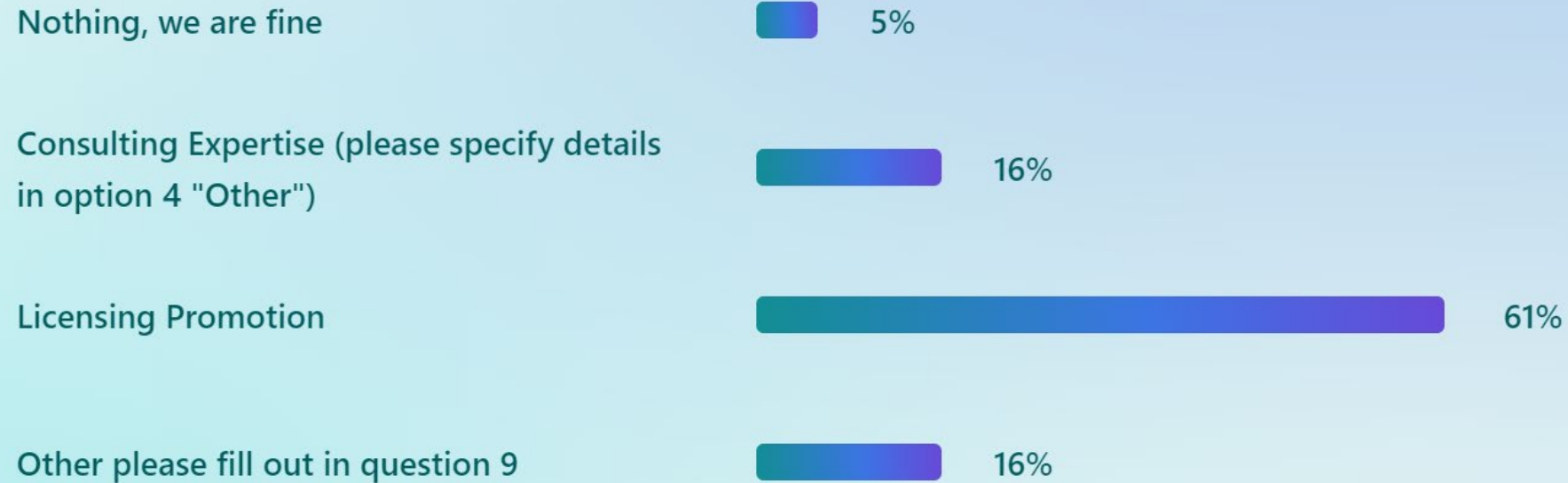
- Partner Survey Feedback

What are the main obstacles to convince customers to move to the latest version of LS Central ?



Partner Survey Feedback

What help are you looking for to get from LS Retail ?



Promotion-Bridge to Cloud 2

Benefits:

- Monthly Billing, EP is 18%
- 40% Discount on Cloud SKU's
- Dual use & Third License
- 3 years term (fixed price)

Challenges:

- Fixed quantity
- No lowering of users
- No switch between user types
- Normal pricing after year 3
- "free users" become paid users

Discuss scenarios with our team

licenses@lsretail.com



Microsoft AIM Program

Microsoft Dynamics 365

OCTOBER 2023

Activity Delivery Guide

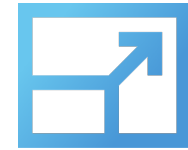
AIM Assessment for Dynamics on- premises customers



Innovate

**Innovate faster to
stay ahead of the
competition**

Get access to expert
implementation guidance
and services



Move

**Move with agility
and scale as
business grows**

Benefit from the right
investment offers

Learn more about AIM at aka.ms/D365AIM

Microsoft AIM Program

Are you using the Microsoft AIM program ?

53%
Yes

30%
Never heard of it

15%
No

GYDE365 RECOMMENDED FOR AIM

THE ONLY RECOMMENDED SOFTWARE FOR THIS KEY PROGRAM

 GYDE365-DISCOVER

AIM Business Applications Cloud Migration Program

For companies looking to transition from legacy, on-premise, Dynamics solutions to Dynamics 365 cloud-based systems

WHY USE GYDE365?

- **Streamlines** the business requirements gathering process and automates the production of all output documentation
- **Accelerates** a decision to move to Dynamics 365, reducing what typically could take months, down to just hours and days
- **Detailed Outputs** ensure a business case and transition plan can be built with a high-degree of confidence
- **Inclusive, Scalable & Accessible** via an online, self-service portal
- **Multi-lingual** - English, French, German, Dutch, Spanish, and Brazilian-Portuguese (*additional languages can be provided, if required*).



Completely transforms the way companies evaluate whether Microsoft Dynamics 365 is the right solution for their business

FULLY AUTOMATED OUTPUTS:

- **Detailed Fit/Gap Analysis** of a customer's requirements against all standard Microsoft Dynamics 365 (BC, FSCM, CE) applications, as well as potential ISV solutions
- **Detailed breakdown** of implementation costs, timelines, required resources and software licensing
- **ERP Comparison** between Dynamics 365 Business Central and Finance & Supply Chain Management (if required), all from one survey
- **Comprehensive board presentation pack** for decision-makers to understand and champion an upgrade to Dynamics 365
- **Proof of Execution (PoE)** – for partners to effortlessly claim Microsoft incentives (AIM, Partner Pre-Sales, Catalyst...).



Microsoft AIM Modernization Center

Are you working with a Microsoft AIM Modernization Center ?

38%
Yes

38%
Never heard of them

23%
No

companial 

[Contact via AppSource](#)

Business Applications
focus: Dynamics 365
Business Central, Dynamics
365 Finance & Supply
Chain Management

 **simplanova**

sales@simplanova.com

Business Applications
focus: Dynamics 365
Business Central


ciellos
EVERYTHING DYNAMICS

Can our CAP (Cloud Acceleration Program) team reach out to you to discuss your migration plan and how LS Retail can support you ?

53%
Yes

46%
No

LS Retail's migration services

LS Retail Sales team – single point of contact

Presales, migration plan, level of LS involvement

LS Retail Migration Team

Licensing, migrating on-prem architecture

Workshops – free of charge

Fit-Gap analysis, migration of integrations to SaaS, LS Central architecture

More scalable option

POC, support from the Migration team

Migration process

Complex customers with high license value

Qualify

Based on:

- **High license Value**
- **Customer Plan**
- **Complexity**
- **Highly customized**

What next?

- **Capacity identified**
- **License comparison**
- **SaaS architecture**

Migration process

Complex customers with high license value

Readiness meeting

- Questionnaire
- Need for guidance
- Migration center?
- LS Central architecture

Workshop

- Free offering
- Fit-Gap Analysis
- Guidance on pain points

Migration with Partner 01

Migration with Partner & AIM Migration Center 02

Migration with LS Consulting Team 03

Migration process

Less complicated customer with lower license value

Qualify

Based on:

- **Lower License Value**
- **Customer Plan**
- **Less complicated**
- **Low customizations**

POC

- **Migration of master data**
- **60-day trial period**

CAP team added value

- **Microsoft connection**
 - BC Concierge program
 - Technical Account Management
 - Mission critical trouble shooting

- **Scenario discussion on:**
 - Optimal configuration
 - Data migration
 - Customization uplift

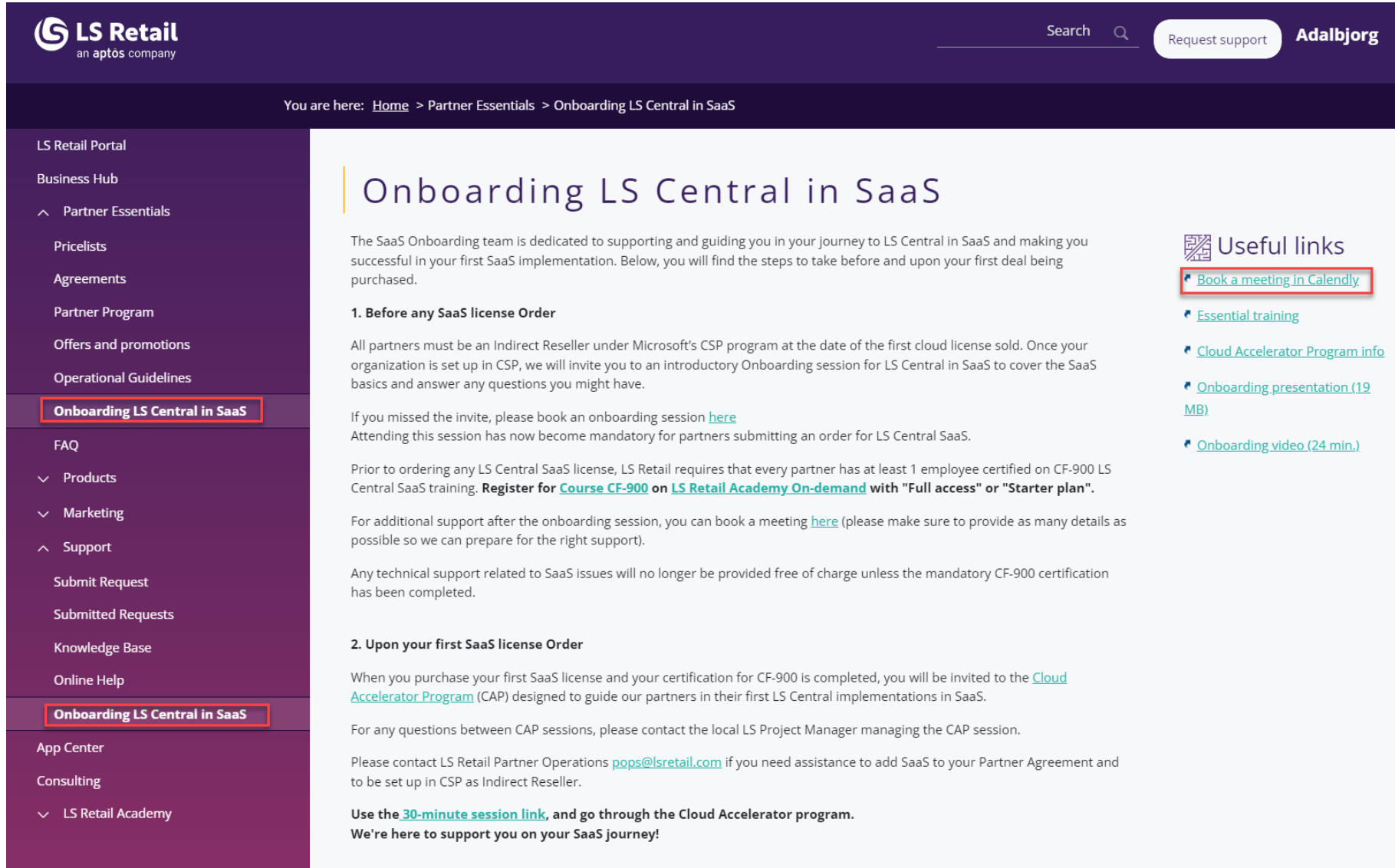




Actions

- We must speed up the dialogue
- We need to understand better what is preventing them from upgrading
- We need to make the case for the upgrade - show them the business value
- Team up, share knowledge with us to strengthen our community
- Bring your customer cases to our team to discuss and see how we can help best
- Sign up for conneXion 2024 – May 13-15 '24
 - Roundtables
 - Best Practices
 - Reference Cases

How can you contact us?



The screenshot shows the LS Retail portal interface. At the top left is the LS Retail logo with the tagline 'an aptos company'. To the right of the logo is a search bar and a 'Request support' button. The user's name 'Adalbjorg' is visible in the top right corner. Below the header is a breadcrumb trail: 'You are here: Home > Partner Essentials > Onboarding LS Central in SaaS'. A left-hand navigation menu lists various categories, with 'Onboarding LS Central in SaaS' highlighted in red. The main content area features the title 'Onboarding LS Central in SaaS' and an introductory paragraph about the SaaS Onboarding team. It is divided into two main sections: '1. Before any SaaS license Order' and '2. Upon your first SaaS license Order'. The first section explains the requirements for being an Indirect Reseller and provides a link to book an onboarding session. The second section describes the Cloud Accelerator Program (CAP) and provides contact information for local Project Managers. A 'Useful links' section on the right contains several links, with 'Book a meeting in Calendly' highlighted in red. The bottom of the page features decorative purple and teal shapes.

LS Retail
an aptos company

Search Request support Adalbjorg

You are here: [Home](#) > [Partner Essentials](#) > [Onboarding LS Central in SaaS](#)

LS Retail Portal
Business Hub
Partner Essentials
Pricelists
Agreements
Partner Program
Offers and promotions
Operational Guidelines
Onboarding LS Central in SaaS
FAQ
Products
Marketing
Support
Submit Request
Submitted Requests
Knowledge Base
Online Help
Onboarding LS Central in SaaS
App Center
Consulting
LS Retail Academy

Onboarding LS Central in SaaS

The SaaS Onboarding team is dedicated to supporting and guiding you in your journey to LS Central in SaaS and making you successful in your first SaaS implementation. Below, you will find the steps to take before and upon your first deal being purchased.

1. Before any SaaS license Order

All partners must be an Indirect Reseller under Microsoft's CSP program at the date of the first cloud license sold. Once your organization is set up in CSP, we will invite you to an introductory Onboarding session for LS Central in SaaS to cover the SaaS basics and answer any questions you might have.

If you missed the invite, please book an onboarding session [here](#). Attending this session has now become mandatory for partners submitting an order for LS Central SaaS.

Prior to ordering any LS Central SaaS license, LS Retail requires that every partner has at least 1 employee certified on CF-900 LS Central SaaS training. Register for [Course CF-900](#) on [LS Retail Academy On-demand](#) with "Full access" or "Starter plan".

For additional support after the onboarding session, you can book a meeting [here](#) (please make sure to provide as many details as possible so we can prepare for the right support).

Any technical support related to SaaS issues will no longer be provided free of charge unless the mandatory CF-900 certification has been completed.

2. Upon your first SaaS license Order

When you purchase your first SaaS license and your certification for CF-900 is completed, you will be invited to the [Cloud Accelerator Program](#) (CAP) designed to guide our partners in their first LS Central implementations in SaaS.

For any questions between CAP sessions, please contact the local LS Project Manager managing the CAP session.

Please contact LS Retail Partner Operations pops@lsretail.com if you need assistance to add SaaS to your Partner Agreement and to be set up in CSP as Indirect Reseller.

Use the [30-minute session link](#), and go through the Cloud Accelerator program. We're here to support you on your SaaS journey!

Useful links

- [Book a meeting in Calendly](#)
- [Essential training](#)
- [Cloud Accelerator Program info](#)
- [Onboarding presentation \(19 MB\)](#)
- [Onboarding video \(24 min.\)](#)

13.05 - 15.05

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