

WD

24



Retail Today & Tomorrow

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Nick Makin

Agenda

Retail Trends

BC, Online and Upgrading

What's new - Product Roadmaps

QA

Retail Trends

How POS is changing

Attendance & Personalisation

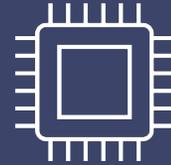
Attended & Unattended POS



Kiosks



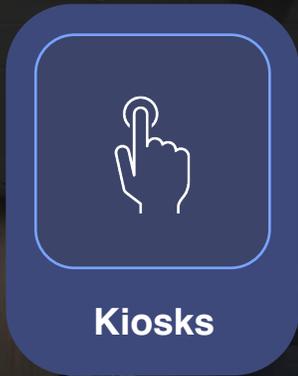
Self-Checkout



RFID



Scan and Go



Kiosks

30-40%

Less Cashiers

95%

Better Order Accuracy

20

Seconds faster per order

5-10%

Improved CSAT

20%

Increase in average order value



Self-Check Outs

RETAIL FOCUSED

RFID

Basket

AI

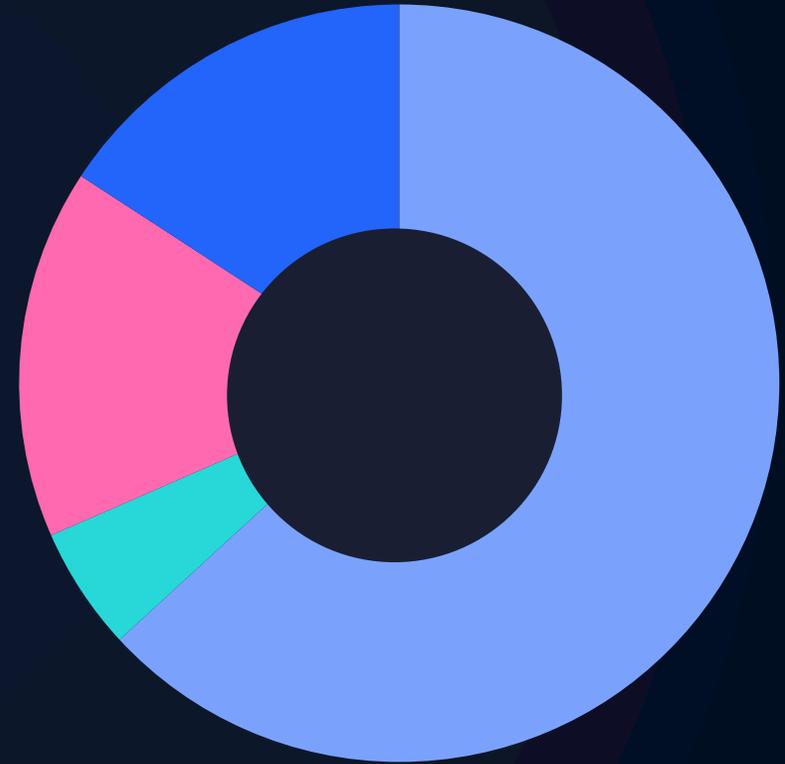
Product Recognition



Summary

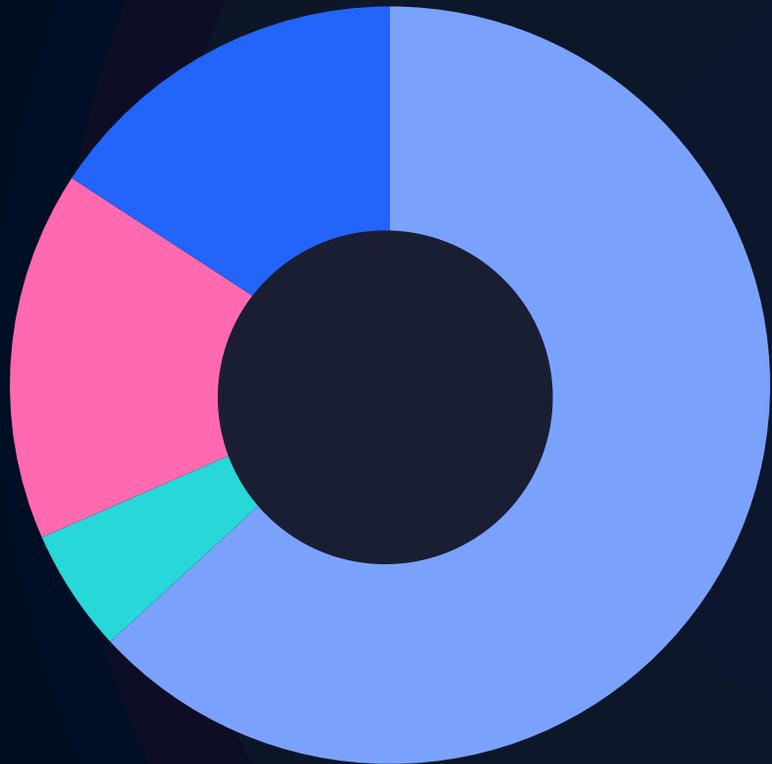


■ Attended Till ■ Mobile POS ■ Kiosks ■ SCO



■ Attended Till ■ Mobile POS ■ Kiosks ■ SCO ■

Summary



■ Attended Till ■ Mobile POS ■ Kiosks ■ SCO ■

- Use cases
- Don't see it as **VS** but **Addition**
- LS Central

Personalisation & Customer Interaction



Interactive Dual Display:

- Promotions
- Member Sign Up
- Upsell
- Satisfaction
- Receipts

Available April

Personalised Shopping Experience

- Loyalty Programs
- Targeted Promotions

Loyalty Program

- Clubs
- Schemes
- Member Accounts
 - Individual
 - Family
 - Company
- Member Contacts
- Membership Cards

Loyalty Pricing

- **Part of a Loyalty Program**
- **Members get a discount on a range of Items**
- **Examples**
 - Tesco Club Card price
 - Sainsburys Nectar price

Targeted Promotions

- **Target**
 - Clubs
 - Schemes
- **Campaigns**
 - Groups
 - Individuals

What's next?

- **Automation**
 - RFID
 - Product Recognition
- **ESL**

BC Online & Upgrades

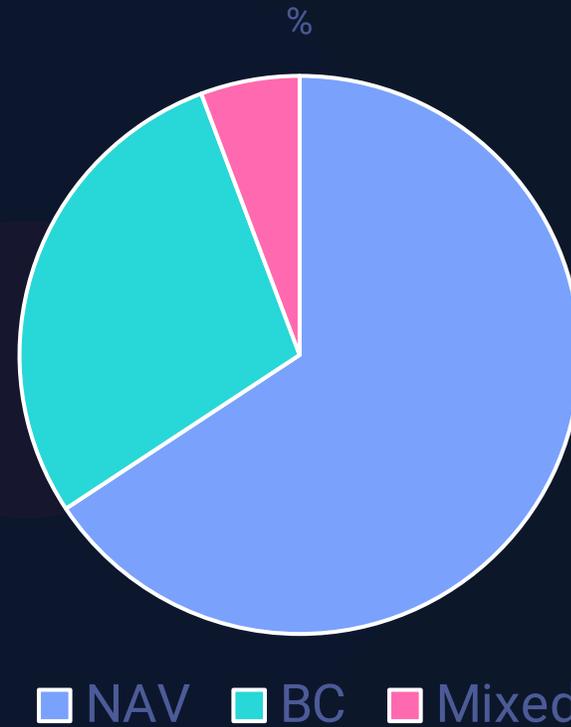


???

% Retail Customers on BC

29%

% BC Customers



???

% BC Online



42%

% BC Online

42%

% BC Online

???

% Since 2023



42%

% BC Online

100%

% Since 2023

Why?

- **Scale**
- **Development**
- **BC Online Only Features**
- **Security**
- **Staying up to date**



**Believe BC Online is best
approach for *most*.**



BC Online & Retail



Architecture



**Managing
Updates**

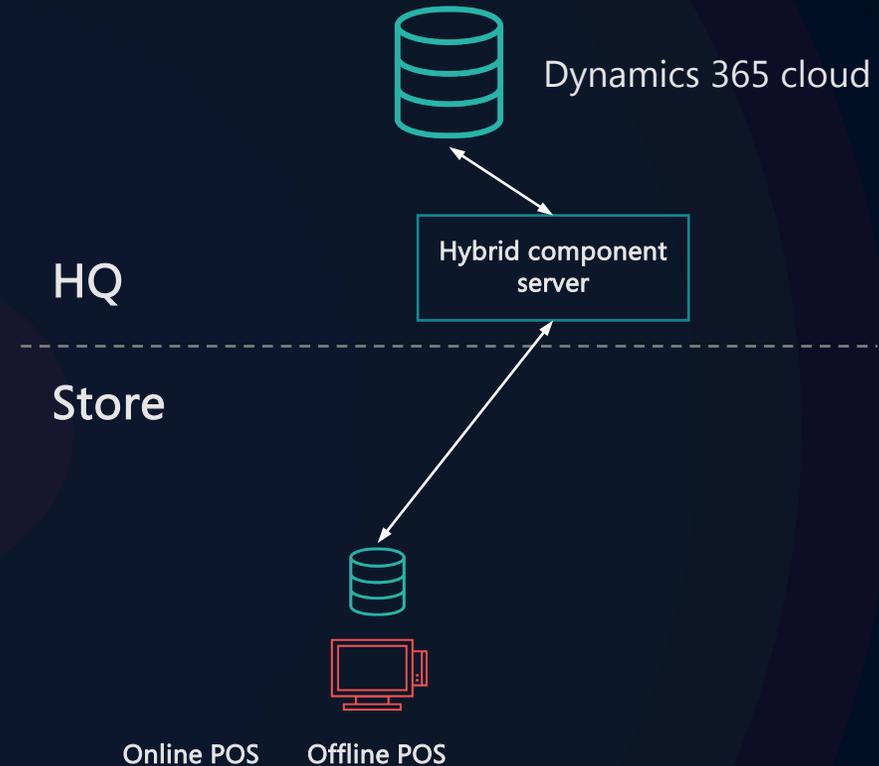


TCO

Architecture

Offline POS

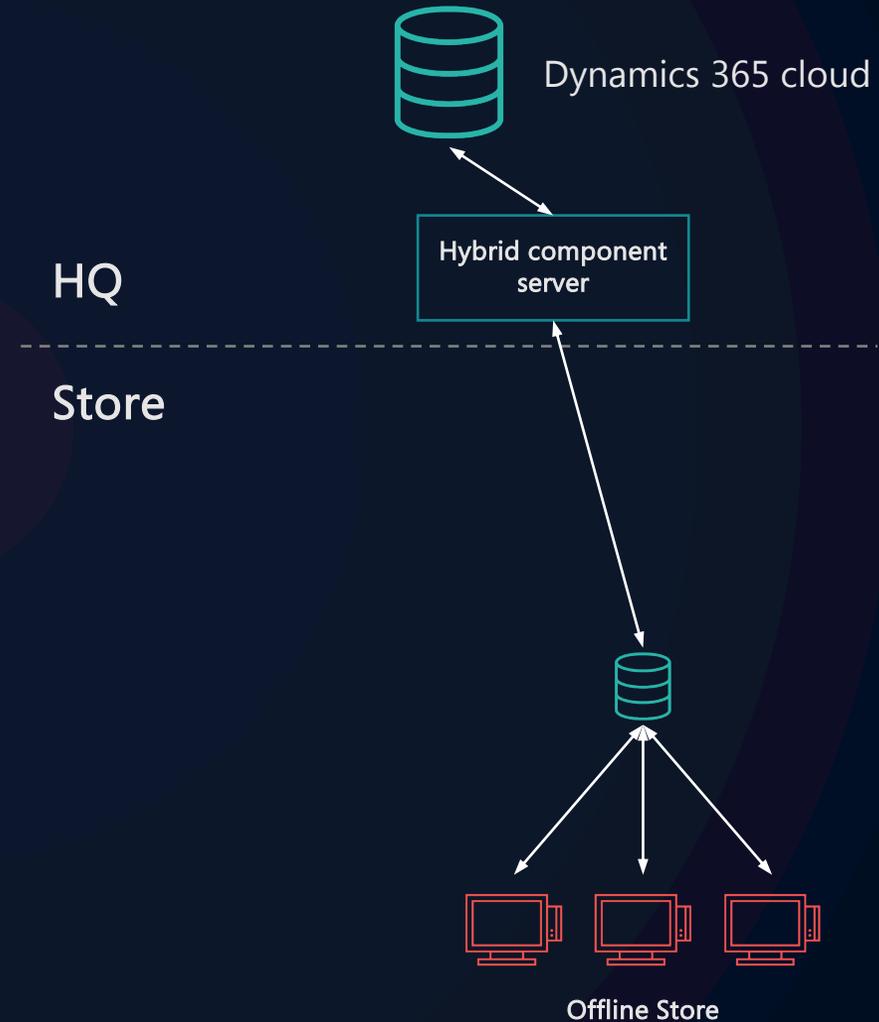
- Microsoft Hosted H0
- Tills running offline



Architecture

Offline Store

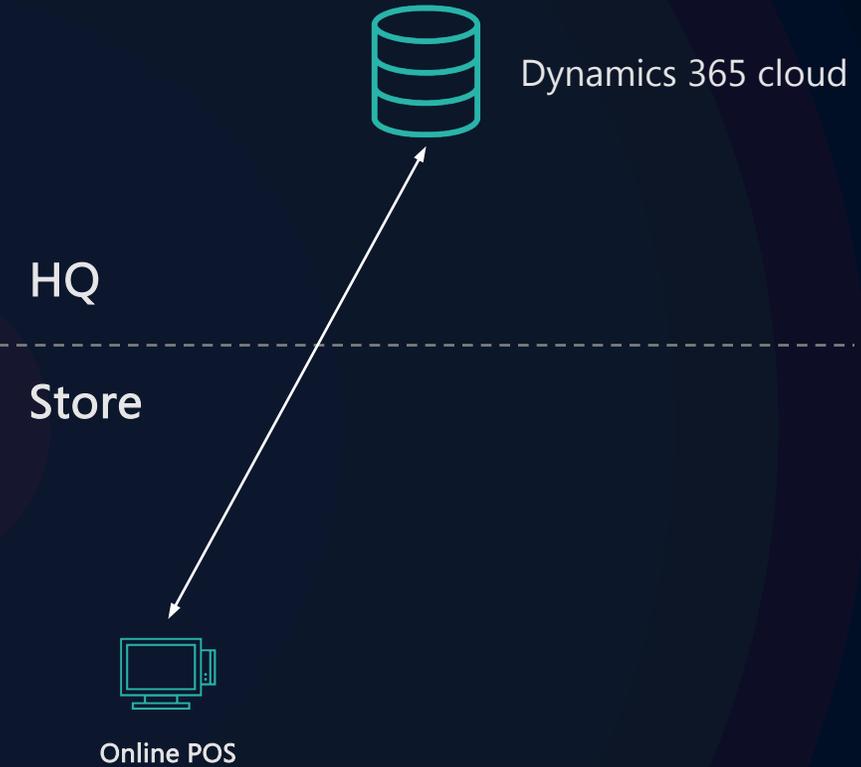
- Microsoft Hosted H0
- Store running offline
- Till Connected to Store Database



Architecture

Online POS

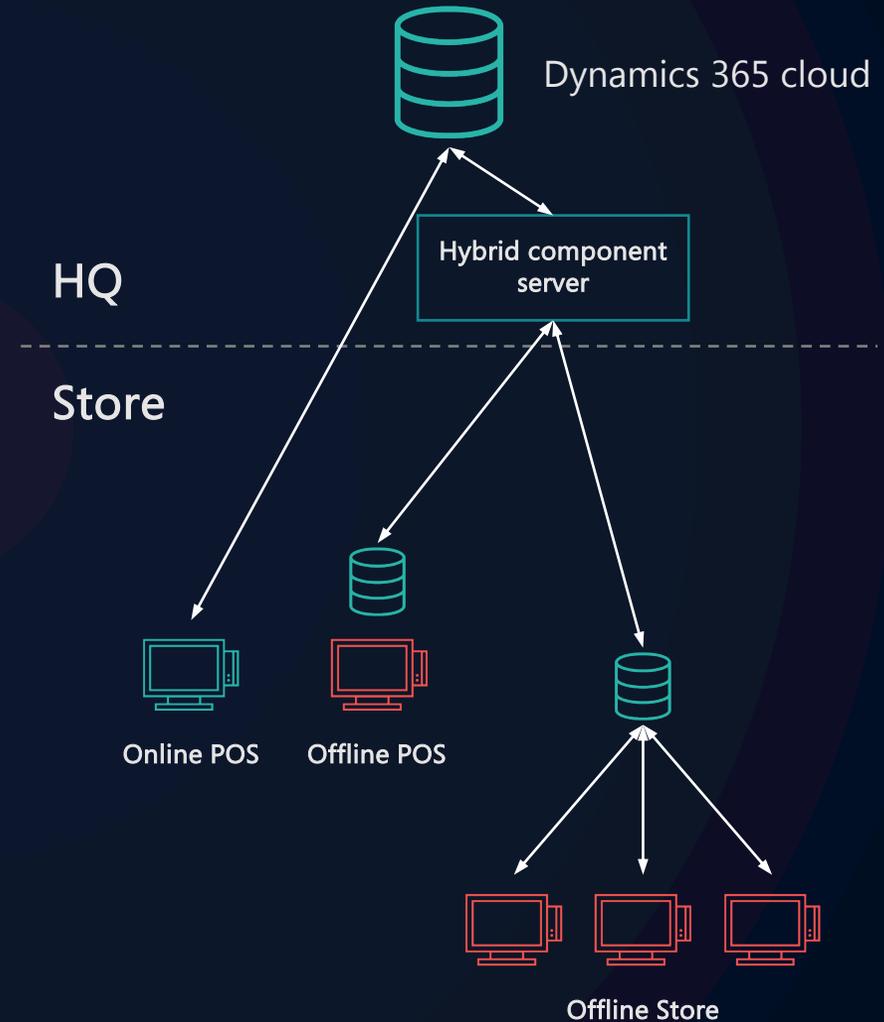
- Microsoft Hosted



Architecture

Hybrid Architecture

- Microsoft Hosted H0
- Mixed POS estate

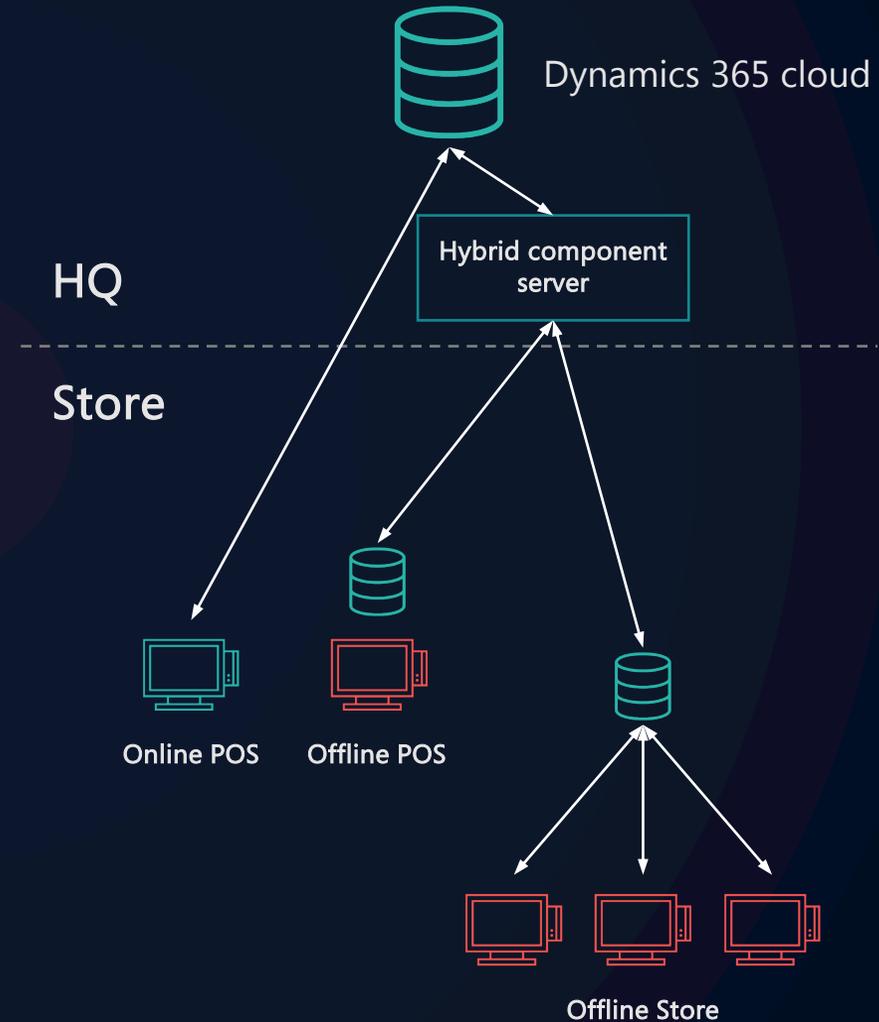


Architecture

Hybrid Architecture

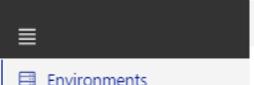
- Microsoft Hosted H0
- Mixed POS estate

You can have your Cake!



Upgrade Cycle





- Environments
- Notification Recipients
- Microsoft Entra Apps
- Telemetry
- Reported Outages
- Operations
- Capacity

Environments > PublicCloud

Details			Active ⓘ Transfer request Canceled
Name PublicCloud	Application Family Business Central	Country/region GB	Azure Region UK South
Type Sandbox	Telemetry ⓘ Not Set (Define)	Security Group Not Set (Define)	Access with Microsoft 365 Licenses ⓘ Off (Modify)
URL https://businesscentral.dynamics.com/344497da-3fdf-4e76-b2f5-0f9d47aa19ec/PublicCloud			

Version Management			
Application Version 23.4.15643.15715	Platform Version 23.0	Available Update Version 23.5.16502.16589	Update Scheduling Available ⓘ Yes
Scheduled Update Date Mar 21, 2024 (Modify)	Update Window (UTC+00:00) ⓘ 10:00 PM - 04:00 AM (Modify)	Update Rollout State ⓘ Active	Apps Update Cadence Default (Modify)

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Schedule environment update

PublicCloud
Visit [Business Central Updates](#) to find out more about the update roll-out process.

Current Version: 23.4.15643.15715
Current Scheduled Update Date: Mar 21, 2024

Select a date to schedule the update of this environment. The update will occur within the time frame defined in the update window settings for the environment. Or you can choose to allow the update to run outside the update window.

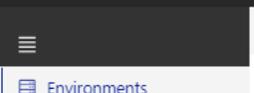
Scheduled Version:
23.5.16502.16589

Update Date:
Mar 21, 2024

ⓘ The chosen update date applies to your local time zone as detected by the browser. The update window for the environment in your local time is: 10:00 PM - 04:00 AM (UTC+ -00:00)

Allow the update to run outside the update window
 No

[Schedule update](#) [Cancel](#)



- Environments
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Environments > PublicCloud

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Version Management			
Application Version 23.4.15643.15715	Platform Version 23.0	Available Update Version 23.5.16502.16589	Update Scheduling Available ⓘ Yes
Scheduled Update Date Mar 27, 2024 (Modify)	Update Window (UTC+00:00) ⓘ 10:00 PM - 04:00 AM (Modify)	Update Rollout State ⓘ Active	Apps Update Cadence Default (Modify)

Set update window

PublicCloud

The update window is the time of day when updates may be applied to the environment. During the update, the environment will not be available. Ideally, the update window should occur outside working hours for the environment. [Learn more](#)

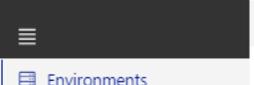
Select the update window start and end times, relative to a specific time zone.

Time zone *

Start Time

End Time

Save Cancel



- Environments
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Environments > PublicCloud

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Version Management			
Application Version 23.4.15643.15715	Platform Version 23.0	Available Update Version 23.5.16502.16589	Update Scheduling Available ⓘ Yes
Scheduled Update Date Mar 27, 2024 (Modify)	Update Window (UTC+00:00) ⓘ 11:00 PM - 05:00 AM (Modify)	Update Rollout State ⓘ Active	Apps Update Cadence Default (Modify)

An update to your environment is scheduled for March 27, 2024

We've scheduled your Dynamics 365 Business Central environment PublicCloud to update to version 23.5.

Current version: 23.4

Available version: 23.5

Scheduled date: on or after March 27, 2024

Update window (UTC): 11:00:00 PM to 5:00:00 AM

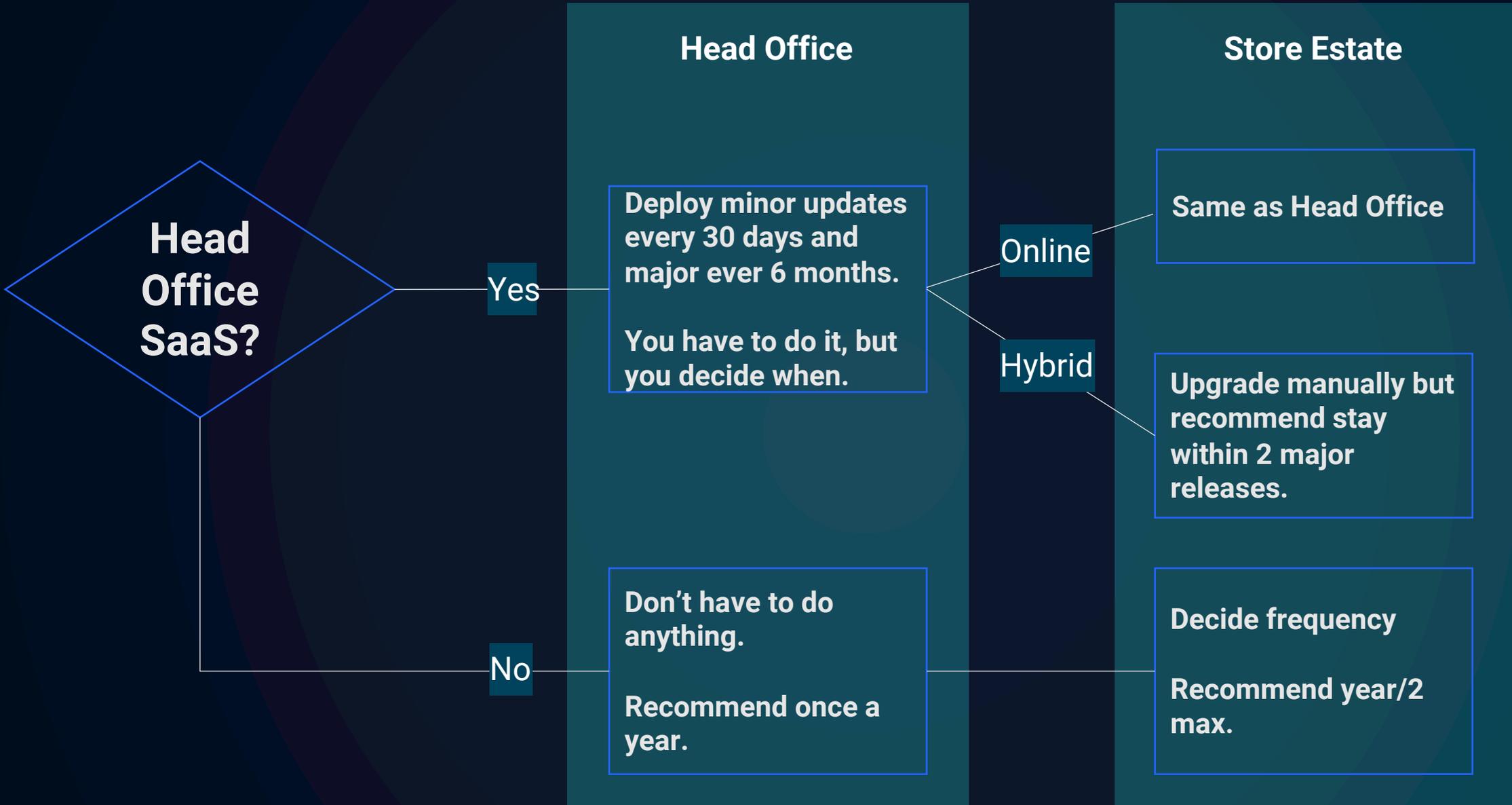
Last reschedulable date: March 28, 2024

You can choose to reschedule this update from the scheduled date to any date between today and the last reschedulable date. To start the update immediately, schedule for today, and then select the field to allow the update to run outside the update window.

To manage this update, open the [Dynamics 365 Business Central admin center for this tenant](#).

Summary

- **Regardless of On-Prem or Online**
 - Still have control
 - Value in staying current



BC Online & Retail



Architecture



**Managing
Updates**



TCO

Perpetual



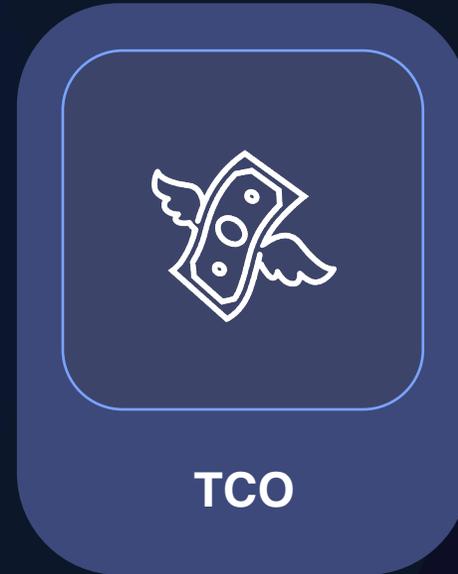
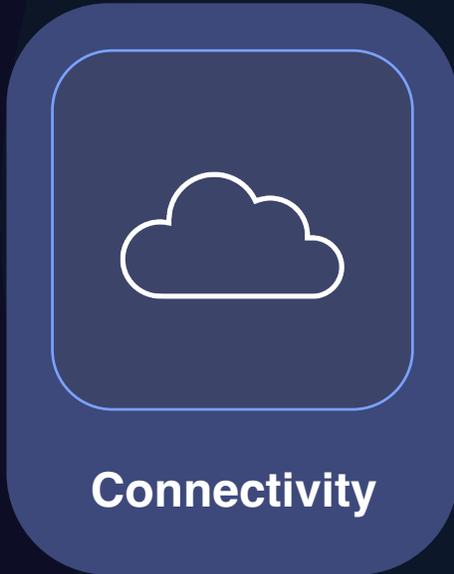
Subscription



	Perpetual	Subscription
Licensing	Annual Enhancement	Per User/Year
What do you pay for?	Software License	Everything <ul style="list-style-type: none">• Infrastructure• Security• Updates

***Again – not right for everyone!**

BC Online & Retail



What's New?

LS Central Roadmap

POS:

- RFID support for POS/SCO
- Interactive Dual Display

Payments

- LS Pay for Business Central
- 11 new LS Pay integrations

LS Central & Google Shopping Integration

Techie:

- SaaS Update Service
- Events & Subscribers
- Migration to public Microsoft SaaS

TNP Roadmap

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- **Filtering Transactions by Item**
- **Price Check Web Template**
- **Start POS with Dynamics Menu**
- **Inc/Exp Tender Payment Menu**
- **MSR Track Control**

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- **Scheduling Stock Counts**
- **Item Creation Variant Handling**
- **POS Screen Cleaning function**

Q&A



Thanks!