



 **LS Nav**

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Restaurants and foodservice





# Solutions for changing times

## The restaurant and foodservice industry is rapidly changing

- As **online** and **mobile** ordering and paying become widespread, guests expect restaurants to be able to offer them a multi-channel experience.
- Speed is key. To ensure great customer service, restaurateurs need a system that is **easy to learn** and **simple to use**, and guarantees **quick transactions**.
- **Security** is one of the key concerns in the industry: restaurateurs need a reliable management system, which will safely store and manage their key business data.
- In hospitality, it's all about the experience. Operators need a reliable system that supports them in offering a consistently **high-quality service**.
- As they expand, foodservice companies need a flexible system that can **grow** with them.
- Customer demands are changing quicker than ever before. To keep up, food businesses need to arm themselves with a system that is constantly being **improved and modernized**.
- Restaurateurs need to establish a presence on **social media**: from food instagramming to restaurant reviewing websites, dining is becoming more and more social.
- **Analytics** will play an ever-increasing role in identifying trends and customer behavior.



"As Wasabi grows, we know we can count on LS Nav Hospitality, a scalable solution that is very flexible and will grow with us."

— Rob Walsh  
[Wasabi](#)

Successful restaurants will embrace technology and transform their business. How does your restaurant business measure up?



# Making business a pleasure

## LS Retail: global reach, experience and expertise

For more than two decades, [LS Retail](#) has provided solutions that help retailers, restaurateurs and foodservice operators satisfy their customers in an easier, simpler and faster way.

LS Nav is the flexible solution specifically designed to run your retail and hospitality business in one, powerful system.

Today tens of thousands of stores and restaurants operate LS Nav worldwide. Among the many satisfied users of LS Nav Hospitality are Nordic Choice Hotels, Arabian Food Supplies, IKEA franchisees, Radisson Blu Hotel and Resorts, Adria Airways, Chalhoub Group, Aer Rianta Duty Free, Blue Mountain Resort, Dunkin' Donuts, Devyani International, Tantalizers, Road Café, Sodexo, Dean & DeLuca, Sagar Ratna, Hard Rock Café, Scandlines, Parkson Department Stores and many more.



"Managing a reputed network of more than 190 fast food chain and specialty multi-cuisine restaurants across the Middle East is one tough task. LS Nav Hospitality has streamlined our day-to-day operational needs and enabled us to easily meet the challenges of this dynamic industry."

— Syed Mudassir Ahmed  
[HB Brands](#)







## Can you stand the heat?

### Does your software system support or hinder your potential for growth?

Using **too many IT systems** leads to higher costs, and the risk of unaligned data. Are you using different applications for your traditional and mobile POS, kitchen management, chain management, accounting and inventory management?

If the answer is yes, it's time to revolutionize your restaurant system.

### Are your costs spiraling out of control?

No matter if you work in a café, pub, steakhouse or quick service restaurant, your customers expect you to serve them quickly, precisely and professionally. Can you keep track of everything that is going on in your restaurant and maintain **timely and impeccable service**? Or are food costs and organizational management bringing you down?

### Can you satisfy your customers?

Consumers expect restaurants to keep up with changes in the industry. Your diners want to be able to check your menu, order and pay through their mobiles, tablets and computers. They wish to keep in touch with you across **social media** channels. They ask for fast and precise service and payment at the table.

### Do you have the technology to embrace these changes?



# LS Nav: scalable and efficient

**Increase the efficiency and margins of your foodservice establishment, streamline processes, speed up tasks and make your customers happy.**

Empower management and staff in your restaurants by giving them all the tools they need to satisfy customers in a simple way. Whether you run an elegant table service restaurant, a chain of busy cafés, a quick service establishment or a cafeteria, [LS Nav Hospitality](#) is the solution for you.

## For retail and hospitality

Do you also have a retail store? Then LS Nav Hospitality is the ideal choice. The system is specifically designed to **run your retail and hospitality business** in one single system, fast and efficiently.

## From head office to front of house

LS Nav, built on Microsoft Dynamics NAV, is an **integrated system**; therefore, the POS, back office and head office all use the same application. This makes it possible to track individual transactions from the POS to the general ledger, maximizing your control over the business.

## Outstanding customer service and total control

Offer your customers **faster and more accurate service**: with LS Nav Hospitality orders are sent directly from the POS to the kitchen, decreasing the risk of errors. Thanks to the solution's total integration, the management always has a clear overview and control over their whole operation.



On-premises



In the cloud



Hybrid

We offer several deployment options, giving you the flexibility to leverage LS Nav Hospitality based on the model that best suits your business needs and your budget.



[Fine dining](#)



[Quick service](#)



[Casual dining](#)



[Cafés](#)



[Pubs & bars](#)



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# A Point of Service, not just Sales

Give information, take orders and payments, check status of orders at the table

The LS Nav Hospitality [Point of Sale \(POS\)](#) suits different types of hospitality setups, from fine dining to quick service, cafés, bars, pubs and more.

## Superior customer service

Provide **outstanding service**: armed with the LS Nav Hospitality POS, your staff can

- send **orders** straight to the kitchen
- give **information** about menu items, allergens, special offers and more
- check the **status** of orders and tables
- get **notified** from the kitchen when the food is ready
- receive **payments**
- hand out **receipts**
- register customers into the **loyalty program**
- increase sales with **upselling and cross-selling** suggestions

anywhere on the restaurant premises.

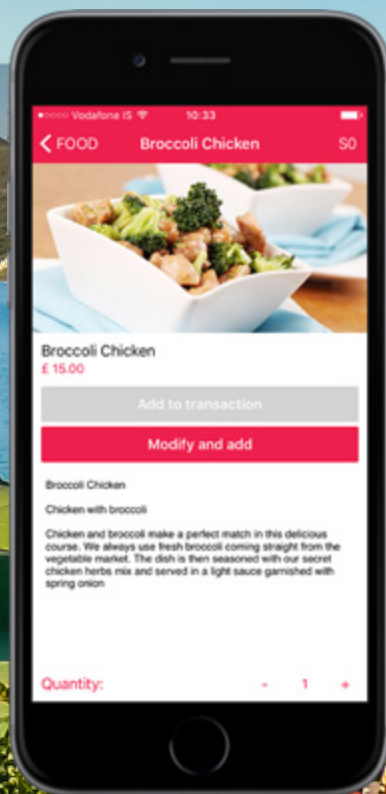


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### Rapid orders and payments at the table

**Speed up** your service: with the LS Nav Hospitality mobile Point of Sale (mPOS) waiters can **send orders** to the kitchen and **take payments** directly at the tableside. No more running from the table to the register or the kitchen: with the mPOS you can leave your waiters free to roam the restaurant floor and the outdoors seating areas, taking orders and closing payments faster than ever before.



### High usability

The graphic user interface makes the device **quick to learn and simple to use**, enabling restaurateurs to **cut training times** tremendously. The POS limits the risk of errors by giving users access only to **valid options** in each stage of the transaction.



### Adapts to your business

The POS is **easily customized** by users. You don't need a programmer: managers can easily change the look and feel of the POS. Use your brand logo, images and colors, and redefine the buttons with just a few clicks to make your operations quicker.



### Flexible payment and multicurrency

The POS accepts **various methods of payment** in the same transaction, including gift cards, vouchers, credit and debit cards and payments in multiple currencies.







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# Manage tables and guests

## Amaze your diners with quick and precise service

[Manage your tables](#) accurately and offer your customers a consistent, timely and high-quality service.

### Graphic view

Use the intuitive **graphic table management** system to handle **optimal seating** and **maximize table turnover**. The table status feature allows waiters to:

- view the status of tables in their section,
- see which tables are free,
- make sure that all guests have been served,
- ensure that the orders have been promptly sent to the kitchen,
- receive **alerts** for issues that need attention, for example if a table has not been attended for too long.

### Great flexibility

Managers can configure and activate **multiple table setups**, for example using different arrangements for brunch and dinner service.

The system also helps handle **takeout** orders by labeling them differently and queuing them in a special takeout order list.



# Organize your kitchen

Prepare and serve the right dishes, with speed and precision

Eliminate risks of miscommunication and prepare more dishes in less time.

## A dynamic, effective kitchen

Waiters can send orders from the POS directly to the kitchen where they are printed on **kitchen printers**, shown on **kitchen displays**, or both – depending on your setup.

The [kitchen printers and display system](#) streamline the work in your kitchen. Waiters can send the orders from the POS directly to the kitchen where they are printed, shown on displays, or both – depending on your setup.

The **kitchen display system** streamlines the work in your kitchen. LS Nav Hospitality ensures that orders are sent to the correct display stations according to setup data. Restaurants can increase or decrease the number of stations according to their needs.

## From the POS to the kitchen and back

The system allows for **two-way communication**. Orders, including modifiers, are sent **from the POS to the display stations** in the kitchen. The kitchen staff can then update the preparation status of each dish. The waiter receives a **notification on the stationary and mobile POS** warning that the dishes for his tables are ready to serve.



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## Blue Mountain Resort

Blue Mountain is one of Canada's largest **holiday resorts**. More than 2 million guests visit Blue Mountain every year, spending time in the resort's hotels, bars, restaurants, stores, supermarkets, and various sport courses.

Since 2009, all of Blue Mountain transactions and services, across over 130 POS stations, are run and managed through a single, all-in-one system: LS Nav.

Since adopting LS Nav, Blue Mountain reaped the following benefits:

- Higher flexibility: Employees only have to be trained on one system, and can be moved around to different divisions easily further reducing training costs.
- Offers, packages and discount management: Blue Mountain can now easily create integrated offers, as well as a loyalty program that works across its verticals.
- Elimination of manual processes, saving person-hours.
- In-depth data analysis, allowing the company to take informed business decisions.
- Greatly reduced license costs.

## Devyani International

Devyani International Limited (DIL) operates over 300 outlets of Pizza Hut, KFC, Costa, Vaango, Swensen's, and other brands in nine countries across Asia and Africa.

The company has successfully been running **1300 POS terminals, plus two busy call centers**, on LS Nav Hospitality.

With LS Nav Hospitality, Devyani has managed to:

- Integrate all the outlets with the call center and head office.
- Successfully run two call centers receiving around 260.000 calls a month.
- Take enhanced business decision thanks to the in-depth reports.
- Eliminate manual processes, saving person-hours.
- Get a central visibility of waste, inventory, finance.
- Quickly roll out complex business promotions, deals, and price changes in all 400 Stores.
- Significantly increase levels of customer satisfaction.





## Sodexo Cyprus

Sodexo is one of the largest employers in the world, serving 75 million consumers every day at more than 33.000 locations across 80 countries.

Sodexo Cyprus uses LS Nav for its retail stores and its **catering and hospitality business**.

Sodexo Cyprus experienced many benefits from the system, including:

- Fast and efficient customer checkout.
- No system downtime in seven years of use.
- Minimum staff training required, as the system is very easy to use.
- Simple customizations and configurations.
- Ease of maintenance.
- Fast data replication from POS to back office, and vice versa.
- Easy and reliable transaction management.

## The Bistro Group

The Bistro Group is a leading name and pioneer in the **casual dining** sector in the Philippines. The Group runs renowned international food and beverage brands like Modern Shanghai, TGI Fridays, Italiannis, Fish & Co. and Tonkatsu.

LS Nav Hospitality was implemented across ten of the Group's brands, in a total of 56 stores across the Philippines.

Since implementing LS Nav Hospitality, The Bistro Group has achieved:

- Standardization of processes across all the brands.
- Ability to centrally manage all menus for each brand.
- Easy compliance with government regulations.
- A unified view of its whole business in one platform.
- Monthly savings exceeding USD 26,000
- An 80% reduction in time needed to generate reports.





# DONUTS

## An organized, flexible menu

### Centralized control of offers, recipes and ingredients

Add and manage recipes from back office, plan your purchases, set up deals and allow your customers to personalize their dish.

### Manage your recipes

Enter and [manage recipes](#) for all your outlets from headquarters with the recipe management system. The program will take care of arranging them by style, category and ingredients.

Set up the **estimated preparation time** of each dish. When orders are sent to the kitchen, the system will automatically display items according to production time, helping your kitchen staff prepare and send out dishes **timely and in the right order**.

### Sell deals

Set up **meal deals** and sell them at POS quickly and easily. The system lets you decide the specifics of each deal – whether they are valid for specific restaurants only, just for breakfast, for takeout only, and so on. Meal deals allow for the presence of **modifiers**, so that you can guarantee high flexibility in order to always meet your customers' needs.

### Buy the right amount of ingredients

Plan your **ingredients** expenditure with LS Nav Hospitality. The software solution helps you **create menus or meal plans**, which can then be shared from central office throughout the business, down to every POS. Use the system to calculate the type and quantity of ingredients that you will need to buy to produce your meals.



WYSMUR  
DE GONSSETT  
FYRIR DIO



# Quick orders and deliveries

## Manage your call center and delivery service

Offer your customers a punctual and precise ordering and delivery service.



### Order history

To make the ordering process quicker, the call taker at the call center can select one of the customers' **older orders** as basis for the new one.



### Comment section

In LS Nav Hospitality, you can add **notes** for each registered customer. Include delivery specifications and **special comments**, and offer a more precise and personalized service.



### Internal messaging

Head office and restaurant locations can **communicate with the call center**, for example to inform call takers about upcoming **offers, delays or missing ingredients** in specific restaurant locations.



### Waiting time display

Call takers can see the current **average production time** in each restaurant, as well as the **number of orders** currently in process. Responders are thus able to choose the most convenient location, and let customers know when their order will be ready.



### Two-way communication with restaurants

Call center operators can check the **status of orders in different locations** in real time. When a customer calls to ask if their dishes are ready, or to make changes to an order, the call center can answer promptly and accurately.



### Easy driver dispatching

Orders can be manually **assigned to drivers**. Organize order delivery by street grid and plan the most efficient route for your drivers.



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# Manage prices and offers

## Centralized control over prices and promotions

Set multiple prices valid at different times and special offers based on location, customer loyalty level or both.

## Flexible pricing

LS Nav Hospitality allows you to set your **pricing** based on a number of parameters, including time, date, place, or unit of measure. This means that you could sell the same drink or meal at a different price depending on location, time of the day, or whether the product is consumed in-house or as takeout.

## Large variety of offers

LS Nav Hospitality supports a wide range of special **offers and promotions**. Set up happy hour offers, breakfast deals, discounts active during specific days or months and more.

Are your promotions for all diners, or only for your most loyal ones? Set up **offers for customer segments** and decide which parameters should trigger the promotion - transaction amount, customer or loyalty groups, tender types, coupons, and more.

## Total automation

LS Nav Hospitality supports a great number of offer combinations, enabling you to **activate more than one promotion at the same time**. Thanks to the system's automations, you do not need to rely on your staff remembering which promotions are going on: based on settings, **valid offers are automatically applied** to all purchases that qualify for them.



"From the day we implemented LS Nav Hospitality, we have been very pleased with the performance. The software is very flexible in configuration and user-friendly for the entry-level staff. The possibility to define account schedules, Inventory Analysis reports as per user's choice, gives us very strong data analysis tools."

— Shabbir Pasha  
[KGMS](#)



# Staff management

## Total overview of your workforce

Plan resources effectively, improve communication and increase productivity.



### Your business at a glance

Quickly review **all key staffing information in a dashboard**. Check your staff's costs per day, staff member, shift and outlet, get a precise overview of working hours and **ensure that costs comply with the budget**.



### Plan rosters

Plan **how many people you need in each role for each shift** based on sales forecasts, role budgets and external factors such as the weather forecast.



### Analyze performance

The system helps you **analyze your employees' performance** compared to your operational costs, so you can always be sure that you are employing the right staff for your business. Easily **compare** locations and periods, and **identify and solve** possible errors.



### Loss prevention tools

Detect suspicious activity early and **prevent losses**. LS Nav Hospitality reviews all POS transactions and extracts those matching pre-defined triggers. The system then creates loss prevention events, which can be further analyzed by location, POS, staff, date and time.



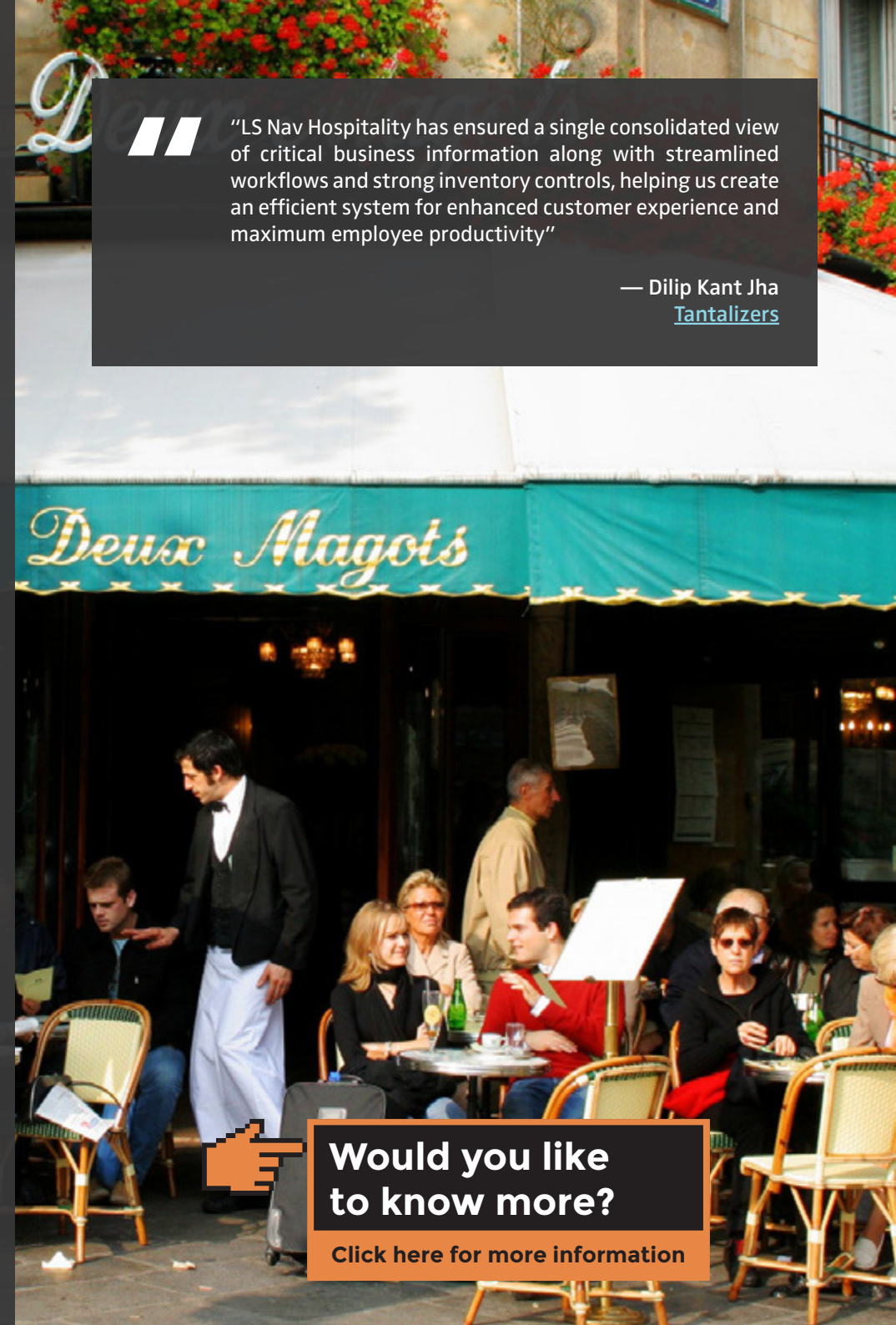
### Communicate with employees

In the **Employee Portal** staff members can view upcoming shifts, send and receive messages, accept or decline work requests, request to work on specific days, ask for shift changes or time off, and see their manager's responses to these requests. The system immediately **alerts** managers to requests that need addressing, which they can accept or reject.



"LS Nav Hospitality has ensured a single consolidated view of critical business information along with streamlined workflows and strong inventory controls, helping us create an efficient system for enhanced customer experience and maximum employee productivity"

— Dilip Kant Jha  
[Tantalizers](#)



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# Omni-channel loyalty

Satisfy your customers [across the channels](#) with LS Nav Hospitality

Offer loyalty programs to increase retention and give your diners a good reason to keep coming back.

## Keep your diners loyal

With LS Nav Hospitality you will be able to offer a **mobile loyalty program**, which both increases retention and gives you invaluable knowledge into your customers' habits and preferences. Once your guests are part of the loyalty program, they will be able to **earn loyalty points** for their purchases. Diners can then use the loyalty points as a payment method, or to get discounts and special deals.

## Personalized marketing

The data you collect through your loyalty scheme can also be used to **improve your marketing campaigns**. Collect information on your most loyal customers' habits and tastes, and use this intelligence to improve your offering. **Segment your customers** based on their habits and interests, send them campaigns tailored on their interests and offer discounts and offers that you know they will like.



We have witnessed a significant increase in customer loyalty (40% more new customers) and an outstanding reduction of paperwork (92% decrease) as a result of the implementation of LS Nav Hospitality."

— Alex Turin  
[Mamamia](#)



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# Powerful data replication

## Does your retail solution communicate internally?

LS Nav Hospitality has an integrated communications module that connects the restaurant with the head office. The LS Data Director takes care of **high-speed data exchange** between different databases within the network. Data is compressed before transmission, resulting in faster transfers and lower bandwidth requirements – making life easier for restaurateurs with databases in different regions or countries.

LS Nav Hospitality has built-in **scheduling** facilities that can support data replication both in real time and according to a pre-defined schedule.



“Installing the system and establishing connectivity to and fro is very easy, compared to any other software. LS Nav Hospitality has one of the lowest requirements of hardware resources in the market. The centralized monitoring tool gives management and the IT department the powerful ability to have a check over outlets remotely.”

— Ashish Upadhyay  
[Barbeque Nation](#)





# One software solution, front to back



## Head Office

- Item and recipe management
- Meal plan management
- Meals deals and offers
- Price, offer, coupon and campaign management
- Dynamic hierarchy, attributes and other groupings of items
- Automatic and manual replenishment
- Quick centralized configuration of the POS look and feel
- Loyalty program, mobile loyalty and portal management
- Sales reporting and analyzing
- Vendor performance
- Finance, receivables and payables
- Call center
- Staff management
- Loss prevention analysis
- BI – Business Intelligence



## Back of House

- Dashboard for restaurant operations
- Cash management
- Restaurant replenishment
- Receiving stock
- Stock counting and adjustments
- Sales history
- Simple end-of-day statements
- Kitchen displays
- Kitchen printing
- Delivery management
- Takeout management
- Drive-thru management



## Front of House

- Easy-to-use POS/mobile POS
- Multiple interfaces
- Broad POS hardware support
- Table management
- Register covers
- Order to seat/customer
- Modifiers: toppings, extras, sizes
- Order sequence process at POS
- Items cross- and up-selling
- Loyalty benefits at POS
- Multiple payment types
- Operate locally, configure centrally
- Fast checkout
- Transferring and joining tables
- Quick bill splitting



## Customer Service

- Mobile loyalty on various devices
  - iOS
  - Android
  - Windows
- Personalized offers and notifications
- Mobile access to product information
- Map of locations with directions
- Easy loyalty registration and access





We make business easy





LS Retail is the leading provider of end-to-end solutions for the retail and hospitality industry based on Microsoft Dynamics technology.

For more than two decades, LS Retail has focused on providing solutions that meet the needs of restaurateurs and foodservice operators.

Thanks to our vast knowledge and experience in the retail and food-service industry, we are able to offer scalable solutions to manage the complex operational requirements of organizations within such diverse industries as fashion, electronics, furniture, duty free, restaurants, coffee shops, forecourt and c-stores and many more.

For further information on LS Retail, LS Nav solutions and certified LS Nav partners, please visit [www.LSRetail.com](http://www.LSRetail.com)

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