



# Lightspeed Retail CMD breakout

November 15, 2022





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# Lightspeed Retail

**Ana Wight**

General Manager, Retail



# About me

- 15+ years TMT
- B2B and B2C
- Corporate, consulting, and start up/scale up environments
- Strategy, finance, operations



New Zealand  
Auckland



United Kingdom  
London

McKinsey  
& Company

Global  
Auckland



Global  
Auckland



# The ideal Lightspeed retailer



Apparel & Footwear



Bikes



Pets



Sporting goods



Health & Beauty



Toys & Hobbies



Outdoor



Gift & Books



Jewellery



Home & Garden



Vape & Smoke

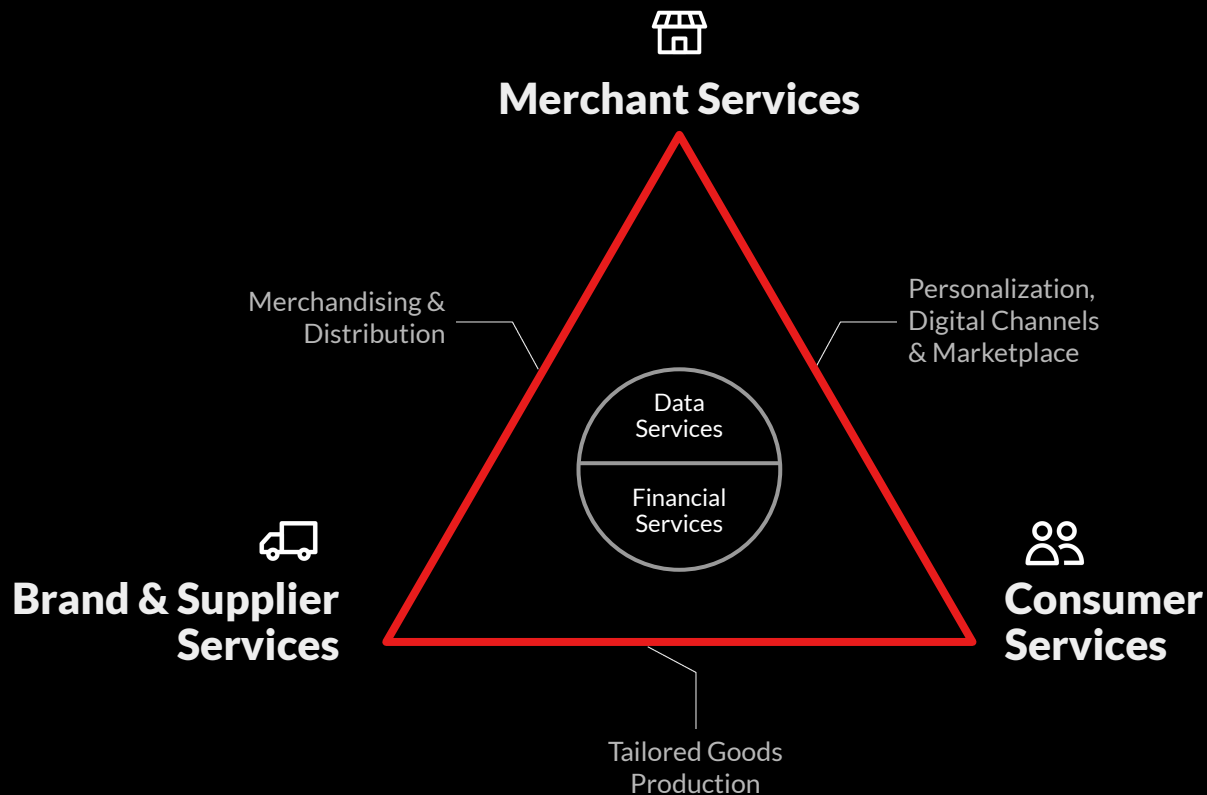


Golf

- ✓ Complex merchants with several thousand SKUs
- ✓ Omnichannel: physical-first or clicks-to-mortar
- ✓ Globally consistent needs within verticals
- ✓ High GTV customers



# Future: one-stop commerce platform



## Commerce platform

- Merchant services
- Supplier services
- Consumer services
- Financial services
- Data services



# The omnichannel retailer



## Trust

I need to have complete trust in my system of record (payments, inventory and customers).



## Optimise

Optimise my inventory strategy (merchandise, clearance, procurement) so that I never miss a sale.



## Grow

I need to acquire, retain and grow my customers so that I can sell more and grow the scale of my business.



## Control

Control what my employees can access so that I have the confidence in the security of my account and data.

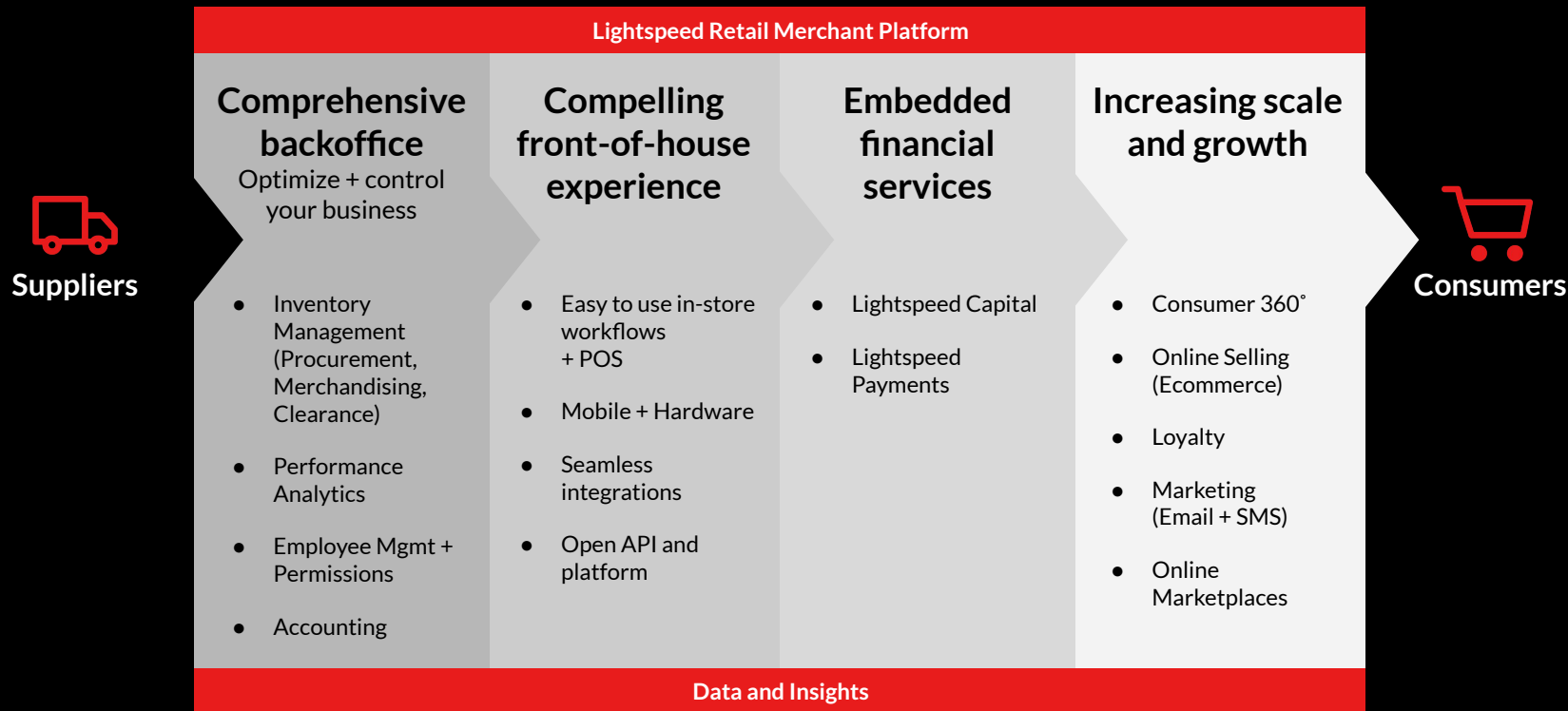
 Suppliers



 Consumers



# A comprehensive platform for complex retailers





# How we win

1

## **Easy to use and learn**

Advanced platform leads to lower support requirements, embedded financial services, self service upgrades.

## **Easy to build and extend**

Easy bundling with billing and advanced APIs to allow third party developers to build on the platform.

2

3

## **Easy to sell**

Advanced product functionality, sophisticated pricing and packaging.

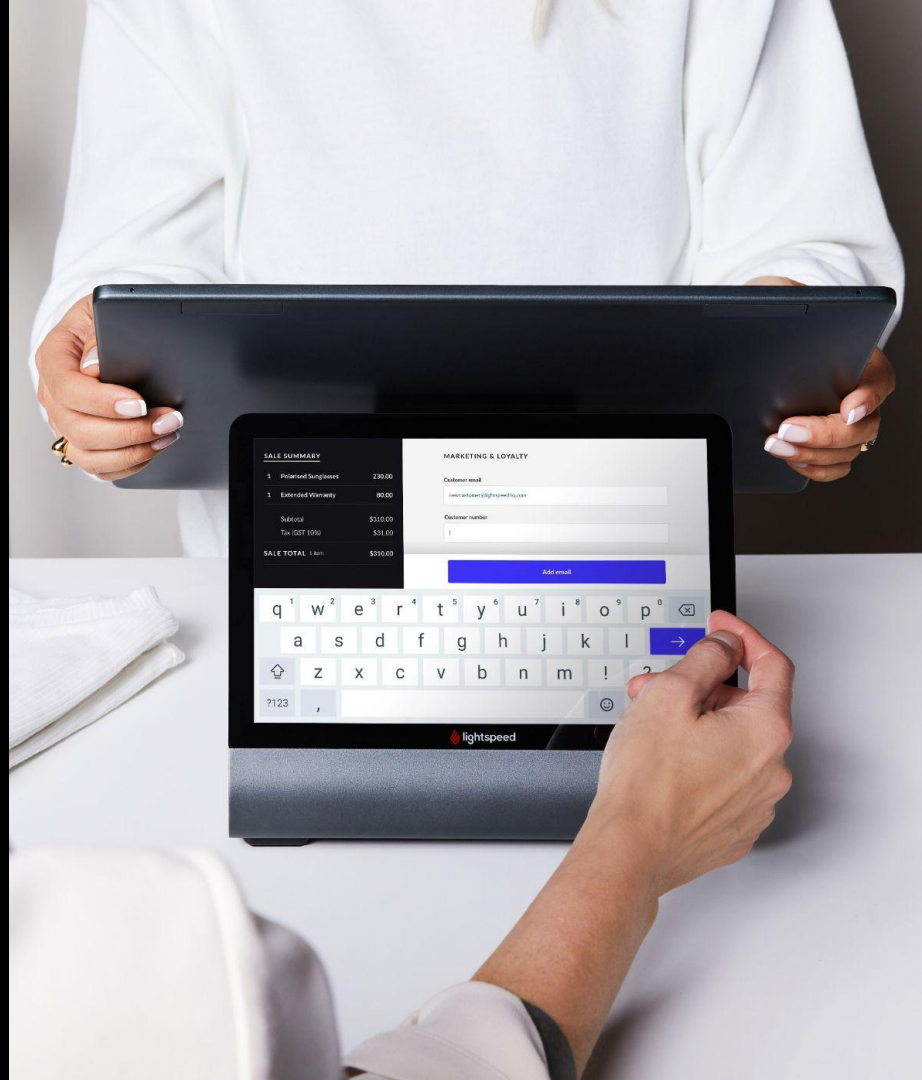
# Easy to use

- ✓ Reduced support contact rate
- ✓ Embedded Financial Services
- ✓ Self-service upgrades
- ✓ Ecom set up



# Easy to build

- ✓ Microservices with clear integration points
- ✓ Easy bundling and billing with third-party developers

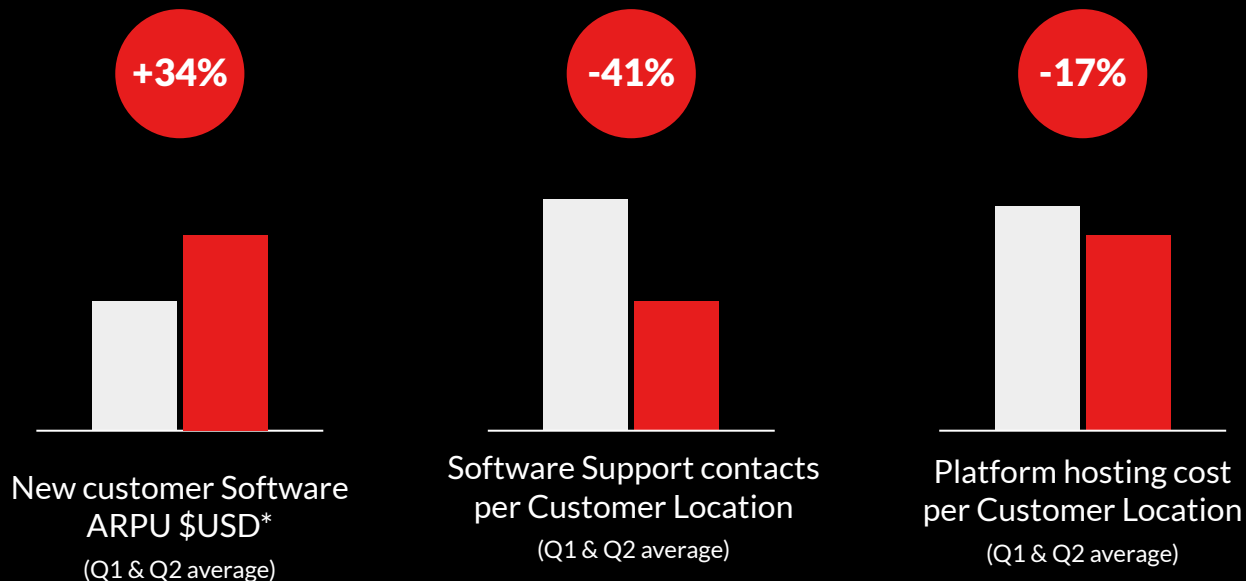


# Easy to sell

- ✓ Product functionality
- ✓ Sophisticated pricing and packaging
- ✓ New add-ons from existing features in < one day



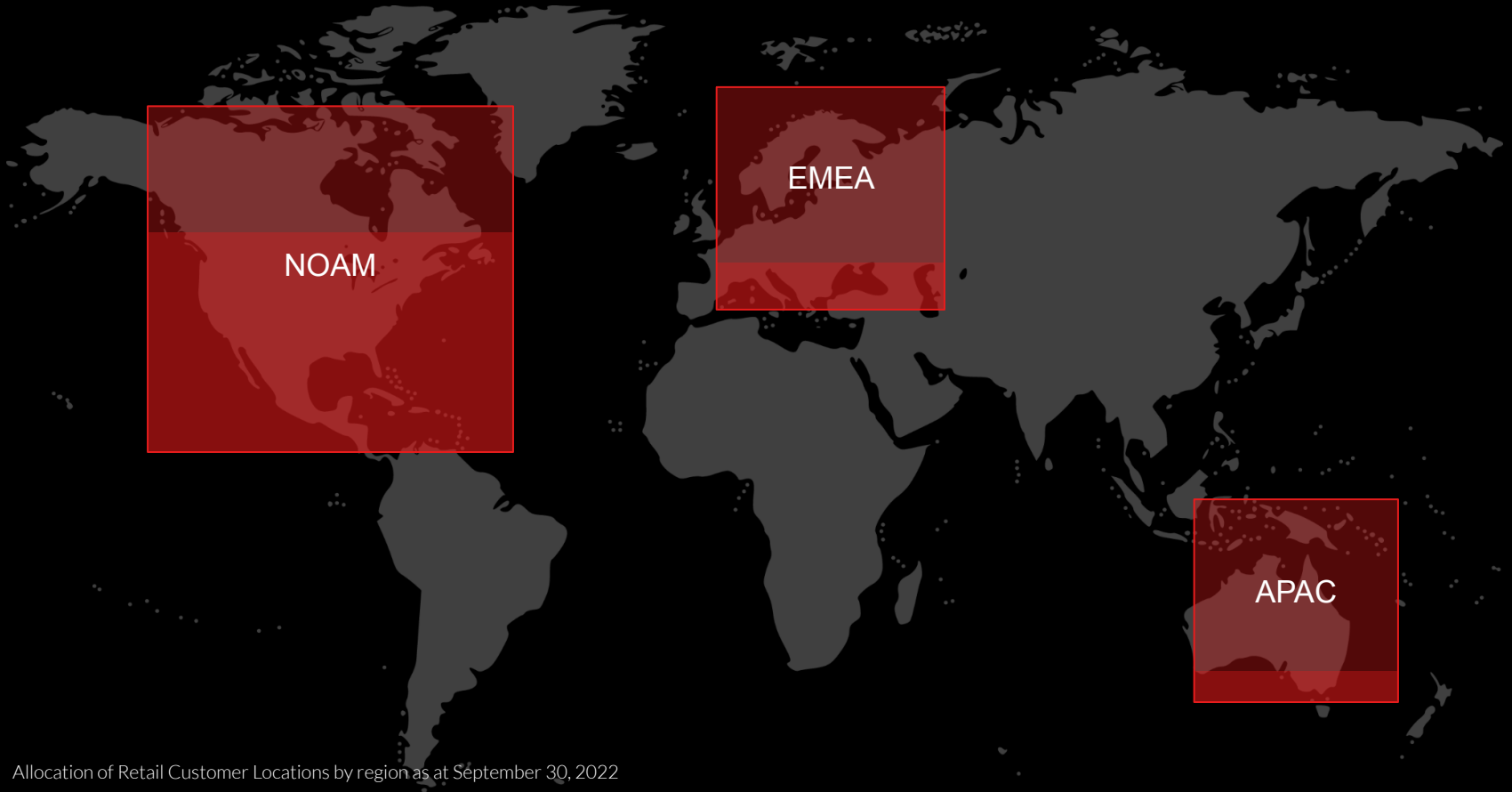
# Confidence in a platform that drives higher ARPU and is more efficient



All figures compare Lightspeed's new flagship retail platform to its most widely used non-flagship retail platform for the six months ended September 30, 2022.

\*Based on Lightspeed's experience with the new flagship and non-flagship retail platforms sold to new Customer Locations specifically in NOAM during the six months ended September 30, 2022.

# Presence by region



Allocation of Retail Customer Locations by region as at September 30, 2022





## A trillion+ dollar industry<sup>1</sup> is broken...

Some retailers and brands use spreadsheets to compile orders and trade data. Both manually manipulate and enter data into non-integrated systems.

This has limited brands' visibility on retailer performance and stocking needs.

Retailers have been hindered to replenish stock quickly, receive instant product information and visualize their assortment.

**..until now**

(1) Estimated revenue of the apparel market worldwide from 2013 to 2026 (statista, 2022)



# Thank you

Q&A

