



**Xpedition**

**Xpedition is  
Transforming  
Retail**

Meeting consumer demand for more speed, convenience and sustainability through omni-channel shopping experiences

Safely adopting and leveraging AI for enhanced customer and employee experiences, reducing manual processes and doing more with less

Recognising technological integration as a strategic asset, and formulating technology-driven initiatives to gain competitive advantage whilst balancing investment and cost

Mitigating global supply chain risks, reducing operational costs and gaining real-time visibility of entire supply chain to optimise efficiency

Streamlining financial reconciliation and improving speed, accuracy and ease of reporting

Leveraging data assets to gain single source of truth, and increase agility to quickly and accurately respond to disruptions

Improve working capital management to maintain healthy cash flow cycles

Growing revenue against a backdrop of rising cost of living and squeezed household budgets



## Retail Challenges

**Retailers that adopt and leverage Generative AI will gain a significant competitive advantage.**

**Generative AI helps accelerate efficiency, productivity, innovation, customer-centricity, and resilience, allowing your organisation to work smarter, adapt faster, and perform better than ever before.**

## How generative AI will help retailers

Differentiating and delivering personalised and seamless omni-channel customer experiences

Improving financial management operations to reduce costs and improve efficiency

Automating recurring decisions to reduce repetitive manual tasks

Optimising highly resilient and adaptable warehouse and supply chain operations

Detecting and preventing cyber-crime and fraudulent activities.

Attracting and retaining the very best talent.

Meeting compliance requirements, and tackling ESG and sustainability commitments

Maintaining the pace of innovation for competitive advantage.

# AI Impact in Retail



Cash flow, reconciliation and reporting



Workforce Transformation



Business Model Transformation



Demand Planning



Resilience and Agility

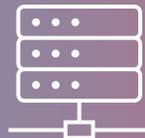
Retailers are expanding their use of AI technologies to improve efficiencies across the entire organisation, from streamlining month-end tasks, to driving advanced, omni-channel customer experiences



Generative AI helps optimise performance across the full-breadth of the retail organisation



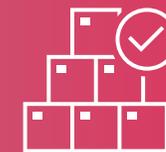
Personalise customer engagement



Data-driven decision making



Automating business processes



Resilient supply chains



Sustainability transformation



Empowering employees



Advanced chatbots and automated customer service



Streamline month-end tasks



Warehouse management



Cyber-crime detection

# Microsoft Cloud Runs on trust

**Your data**  
is your data



**Your data**  
from any  
fine-tuning  
is not used  
to train the  
foundation  
AI models



**Your data**  
is protected  
by the most  
comprehensive  
enterprise  
compliance and  
security controls



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# Risks to consider when adopting generative AI

## Control and ethical

AI systems may behave in unpredictable or undesirable ways, causing harm or damage to the firm or its customers.

## Performance

AI models may not perform as expected, leading to inaccurate or unreliable outcomes.

## Internal culture

Without proper guidance and training, organisations are unlikely to reap the rewards of AI due to poor training and lack of upskilling of existing talent.

## Security

AI systems may be vulnerable to cyberattacks, data breaches, or unauthorised access.

# Xpedition, a trusted Microsoft Partner, offers expert guidance on implementing AI

To determine your organisation's readiness for AI adoption, Xpedition can help:



Ensure your AI initiatives align with your vision, mission, and goals, and identify the key opportunities and challenges that AI can address.



Make sure you have the right data and technology infrastructure and capabilities required for AI adoption.



Evaluate AI's impact on your workforce, culture, and governance and offer adequate training, education and support for employees, clients, and stakeholders.

By considering these factors, organisations can leverage the potential of AI to enhance performance, customer experience, innovation, culture, and competitiveness.



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# Successful AI adoption requires high-quality data

Poor data quality is one of the most significant challenges to organisations not being able to successfully integrate and leverage the benefits of AI.

# Where are you on your data maturity journey?



## Disorder

Multiple legacy systems, resource heavy data management with potential for duplication. Blend of cumbersome manual processes. Unreliable reporting requiring data export.

## Foundation

Paper processes become system-based, semi automation of certain processes, duplicate data merge/removal, increased utilisation of productivity tools, data consolidation for more accurate reporting.



## Developed

Standardised processes and unified reporting across systems, data management procedure, system integration, unified presentation layers, automation of specific processes, self-service data analysis.



## Optimised

Fully automated processes, unified data management and governance, proactive, insight driven reporting and analysis, AI based decision making, full employee and customer self-service capability.

**Xpedition Metis can guide you on your data transformation journey, enabling you to modernise and innovate faster to solve tomorrow's data challenges, and accelerate AI and low-code adoption at scale.**



# Metis for Retail

FOR RETAIL

**Metis for Retail is the first step to transform your data into a tangible asset and empower your organisation to thrive.**

Retailers of all sizes are connected by the need for data optimisation and how it relates to the bottom line.

With Metis for Retail, you can harness deep business intelligence from your data analytics and gain the clarity and insight needed to gain a significant competitive advantage.



**Xpedition**

# **Metis** features and benefits FOR RETAIL



## **Value Chain Optimisation**

Uncover data gold mines in the value chain, gain real-time stock visibility, streamline inventory management and leverage intelligent returns and demand forecasting.



## **Lifecycle - based customer personalisation**

Personalise e-commerce experiences across channels, build in enhanced pricing, promotion and loyalty architecture while leveraging customer-care optimisation to increase lifetime value and average ticket rates.



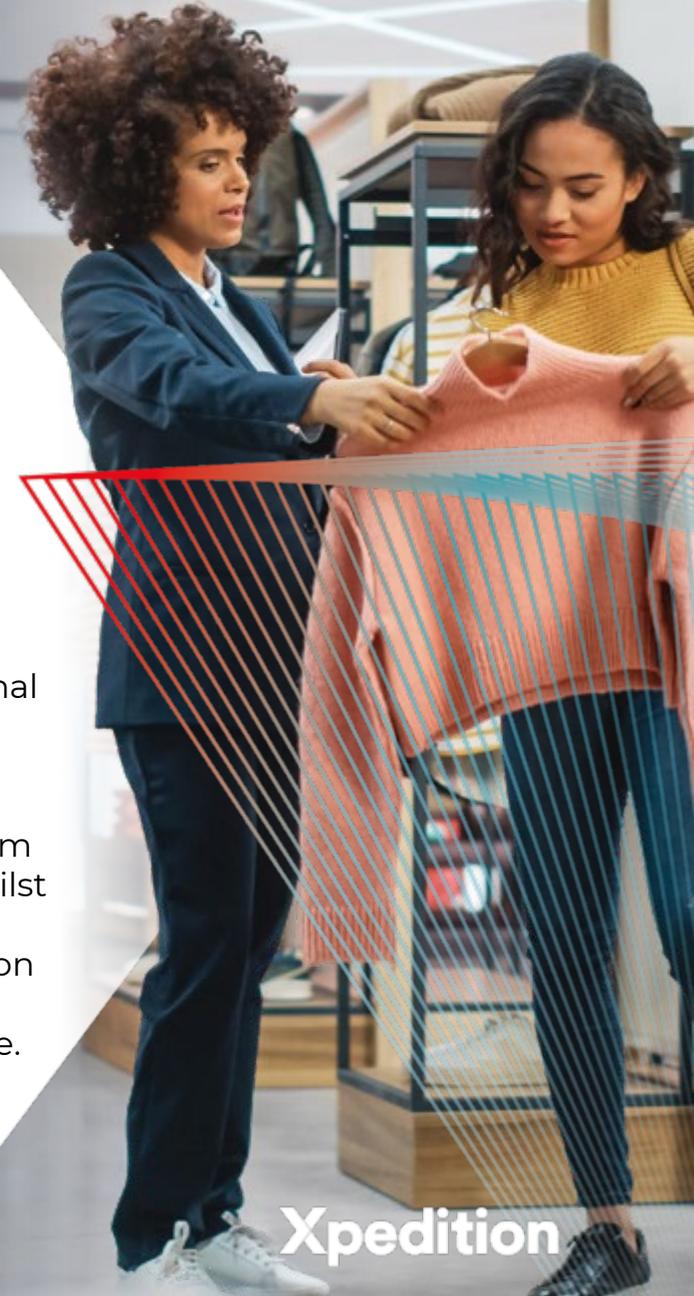
## **Data strategy services**

A data-transformation strategy and road map is the foundation needed to unlock your business's true potential. Our team of highly experienced consultants will work with you to ensure data is formally managed across your business.



## **Real-time sustainability reporting**

Integrate cross-functional data sources to create real-time reports. Use data-driven supplier selection to better inform emissions reporting whilst leveraging overproduction detection and avoidance data triggers to reduce waste.



# Xpedition Metis | Data & Insights Services



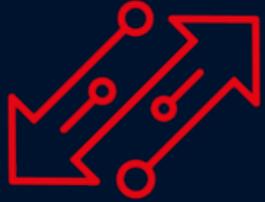
Migrate to Microsoft  
Intelligent Data Platform



Data  
Consultancy



Cloud Analytics &  
Rapid Insights



# Migrate to Microsoft Intelligent Data Platform

Increase security, scalability and control by evolving from legacy systems, and migrating your data workloads to Microsoft Azure Cloud.

- › Full preparation and migration of databases, data warehouses and on-premise Power BI solutions to Azure.
- › Azure Adoption Roadmap – includes new solution architecture, governance and security principles to meet security and performance goals.
- › Accelerated workloads migration – leverage investment in legacy systems if not ready to migrate to Azure and access the benefits of Cloud.



# Data Consultancy

Gain control over your data and ensure data is formally managed across your business.

- › Workshopping with stakeholders to understand how data supports your organisation's vision and strategy.
- › Thorough review of data including acquisition, governance, ethics and quality.
- › Discovery includes data maturity, assessment, roadmap for change and investment prioritisation guidance.



# Cloud Analytics and Rapid Insights

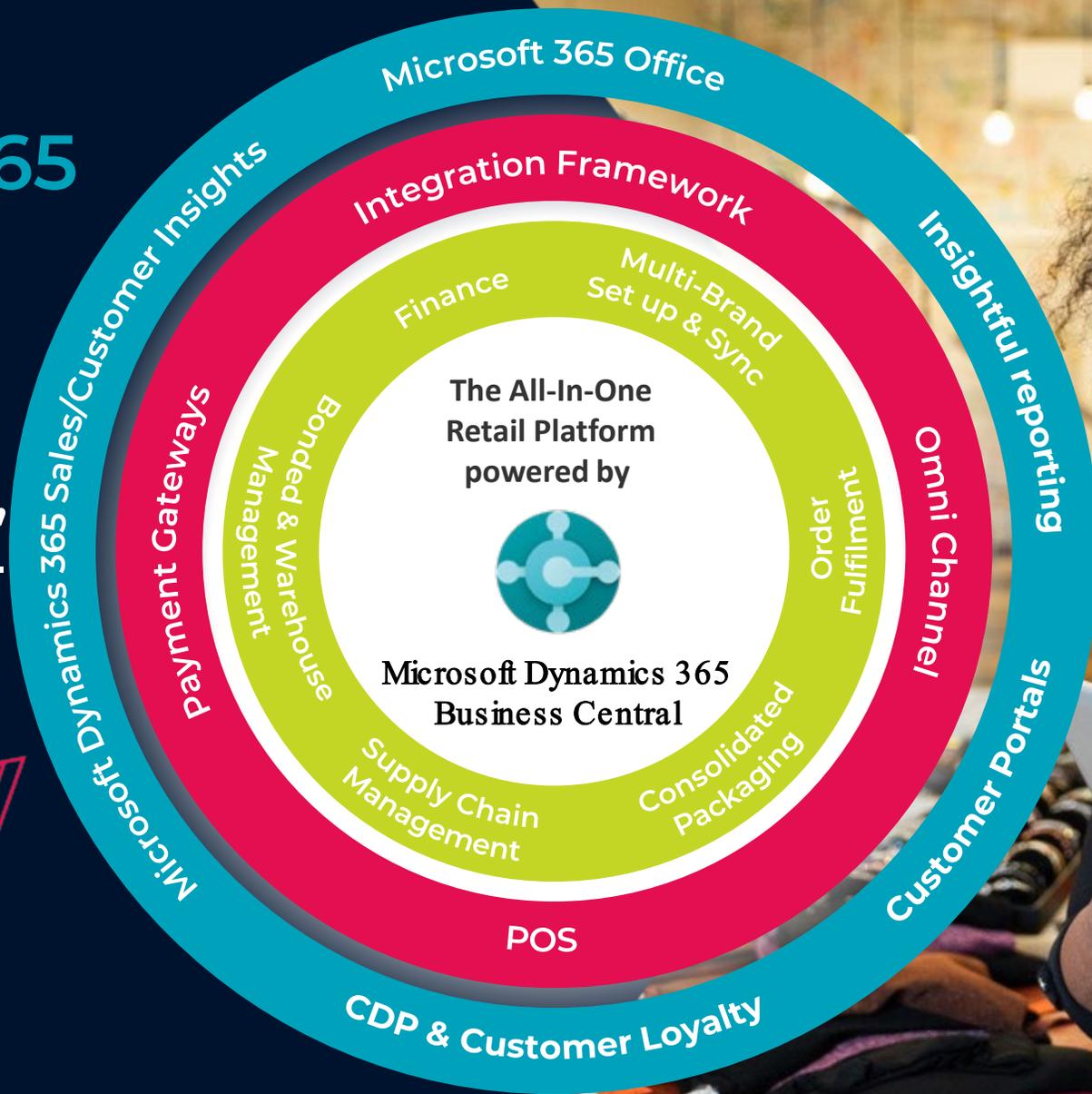
Democratise access to data across your business and empower everyone to self-serve analytics, and build a foundation for AI adoption.

- › Turn your raw data into business-ready outputs.
- › Deep integration with Azure tools such as Purview and Synapse improve data architecture, governance and presentation to facilitate faster decision-making.
- › Leverage Azure's automation, Machine Learning and AI capabilities to access rapid insights.
- › Visually immersive and interactive dashboards through Power BI.



# Microsoft Dynamics 365 Business Central

Comprehensive, cloud based, all-in-one retail Solution



# You're Not Alone

Together, Xpedition and Dynamics 365 Business Central 365 transform retail operations



Modernise organisational environments



Improve sustainability efforts



Connect disparate systems and data silos



Enhance the customer experience



Build agile and robust supply chains



Streamline cashflow, reconciliation and reporting



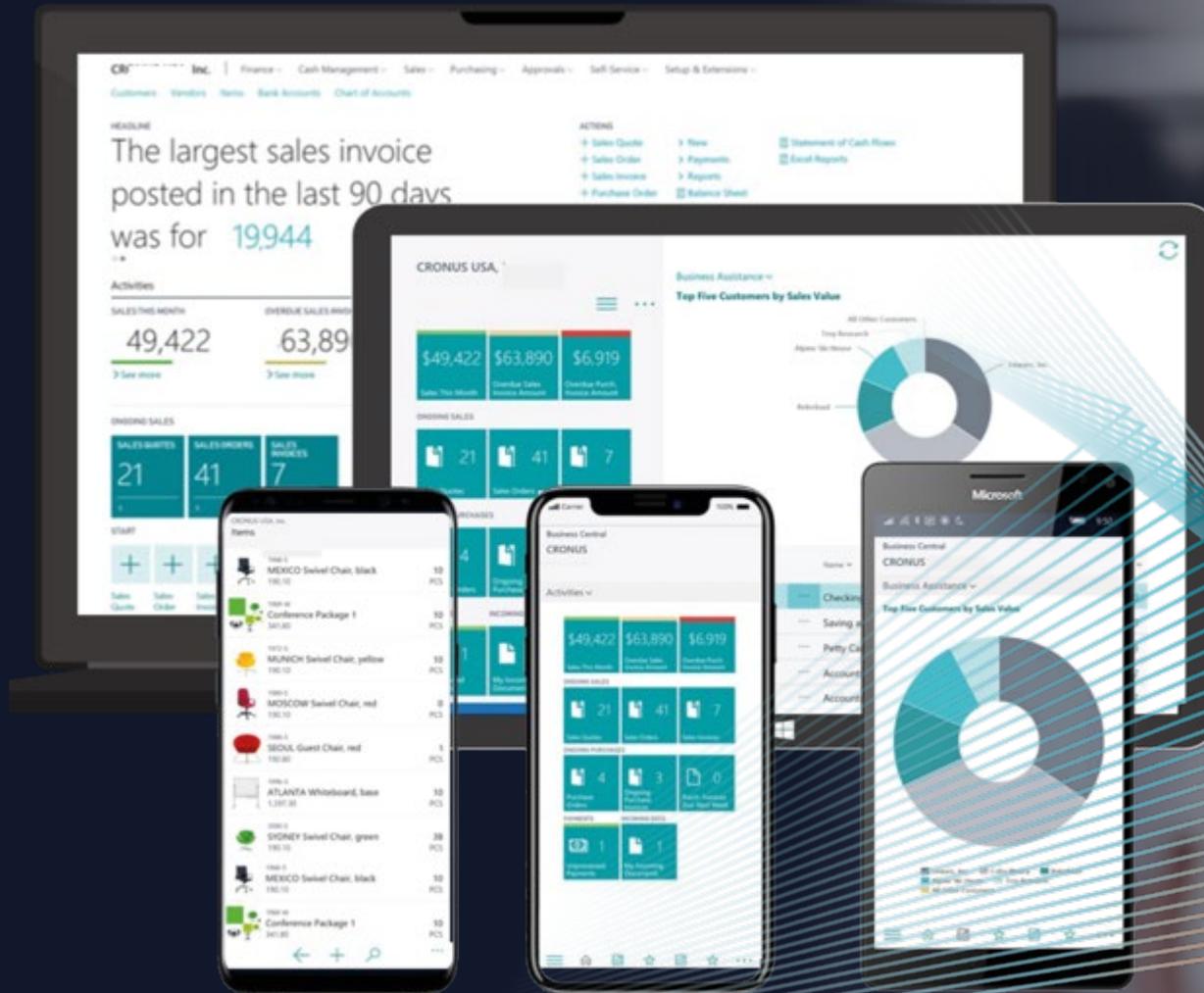
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# Consistent Experience

Run your business anywhere

Business Central runs where you need it with the same user experience no matter how you access the application.

Desktop, laptop, tablet, or phone  
Windows, iOS, and Android.



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# An Environment You Know and Trust



Create purchase orders, sale quotes and submit invoices without leaving Outlook



Access live data directly from Excel to update items, sales orders, and purchase orders



Customise outgoing documents such as quotes, orders and invoices in Word



# **Metis** for Retail

FOR RETAIL

**Metis for Retail is the first step to transform your data into a tangible asset and empower your organisation to thrive.**

Retailers and wholesalers of all sizes are connected by the need for data optimisation and how it relates to the bottom line. With Metis for Retail, you can harness deep business intelligence from your data analytics and gain the clarity and insight needed to gain a significant competitive advantage.



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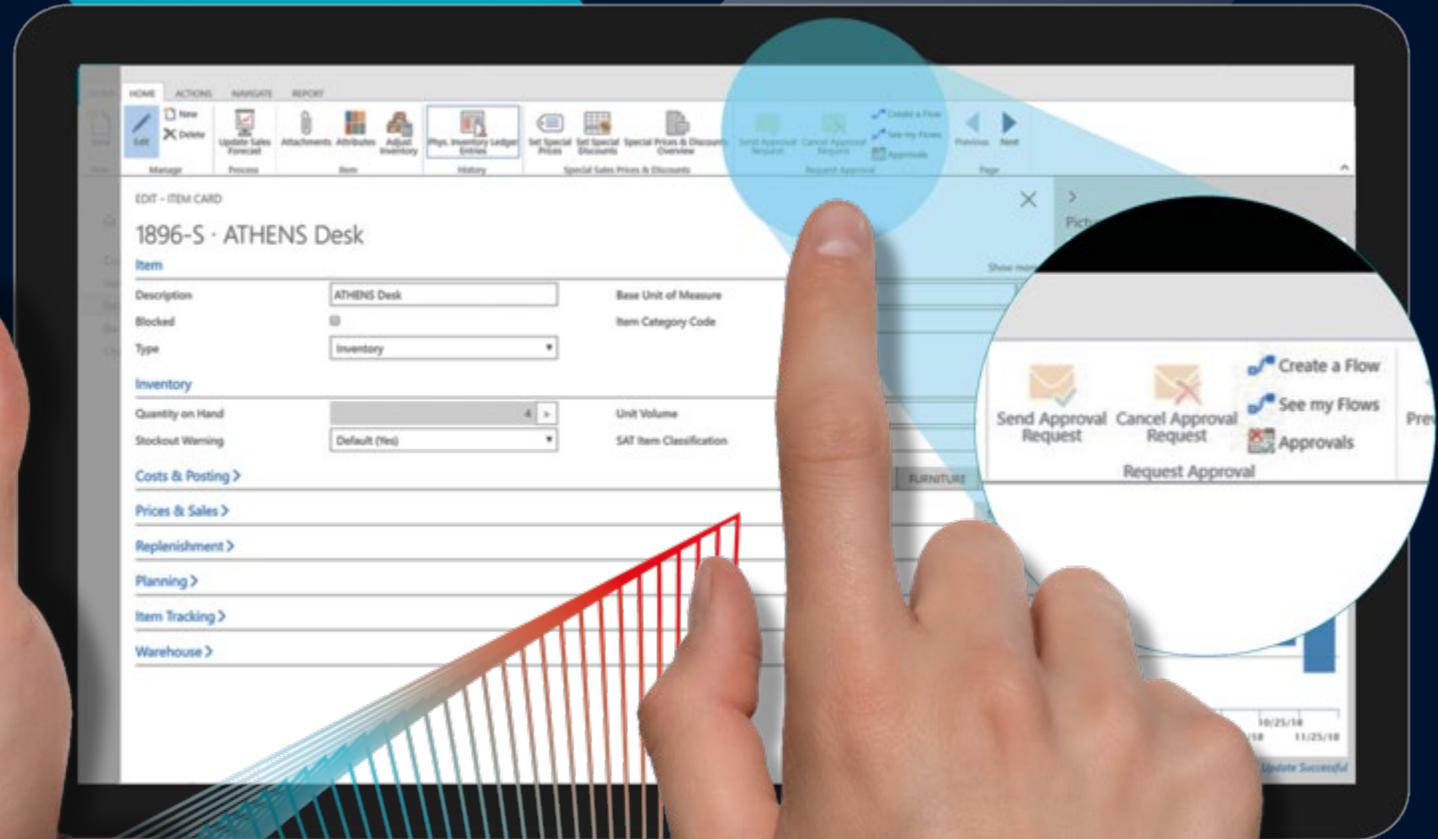
# Automate and Secure Business Processes



Streamline business processes with easy-to-create workflows. Track cash flow and secure purchasing, credit authorisation, and vendor payment processes.



Includes audit trails and enterprise-level security. Data classification functionality to help support GDPR compliance.



# An incomparable integration framework

POS



Commerce



Marketplaces



Interfaces



Payment/Tax



# Xpedition Power Platform Low Code Propositions

## Explore

Create a Design Blueprint towards your own digital future

Reviews business and process challenges to design blueprint to plan and adopt the Power Platform

## Catalyst Digital Transformation

Embrace disruptive change as a catalyst for growth

IDEA (Inspire, Design, Empower, Achieve) framework to build, plan and execute business transformation strategies

## Proof of Concept

See the potential of the Microsoft Power Platform brought to life

Demonstrates the capabilities of the Power Platform and how it solves key business challenges

## Governance Framework

Implement set of 'digital guard rails' giving users access to right tools

Framework considers platform governance capabilities at tenant and environmental level, supporting onboarding and new users

## Build With

Add capacity and specific skills to your project team in the most cost-effective way

Access to the right professionals to augment your existing programme team to instantly add value

## Build For

Design and build a complete solution to overcome key challenges

Resources available for every programme delivery function and help guide organisational strategy at board level



Realise the full potential of Microsoft technology for retail

# The role of AI in the Power Platform

**AI** is the  
opportunity.

Automations you didn't even consider are now possible. e.g., understanding human communications and documents

**AI** is the  
enabler.

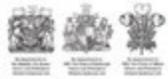
Microsoft Copilot enables non-technical people to automate processes and drive innovation at scale



# Xpedition retail customers include

O'NEILL

Rohan®

  
Kinloch Anderson

chemist4u

  
PENFIELD

Schöffel

 sherpa  
ADVENTURE GEAR

tentree

  
STONE ISLAND

LE  
CHAMEAU  
1927

FOURMARKETING

Continental  
FASHION WHOLESALE

astro

CHRISTYS'  
LONDON 

MOTODIRECT  
powered by *Bihr*

BrandAlley

ARTILECT

 GLOBAL  
MERCHANDISING SERVICES

Agent  
Provocateur

WILLIAM ASHLEY

Naylors  
EQUESTRIAN 

Schöffel

MACKINTOSH 

 HONEY BROTHERS

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# Ready to start your transformation journey? Microsoft and Xpedition



**20+** years  
Microsoft partner



**960+** years  
Product experience



**1300+**  
Dynamics projects



**75+**  
Dynamics & data  
professionals

2023/2024  
**INNERCIRCLE**  
for Microsoft Business Applications

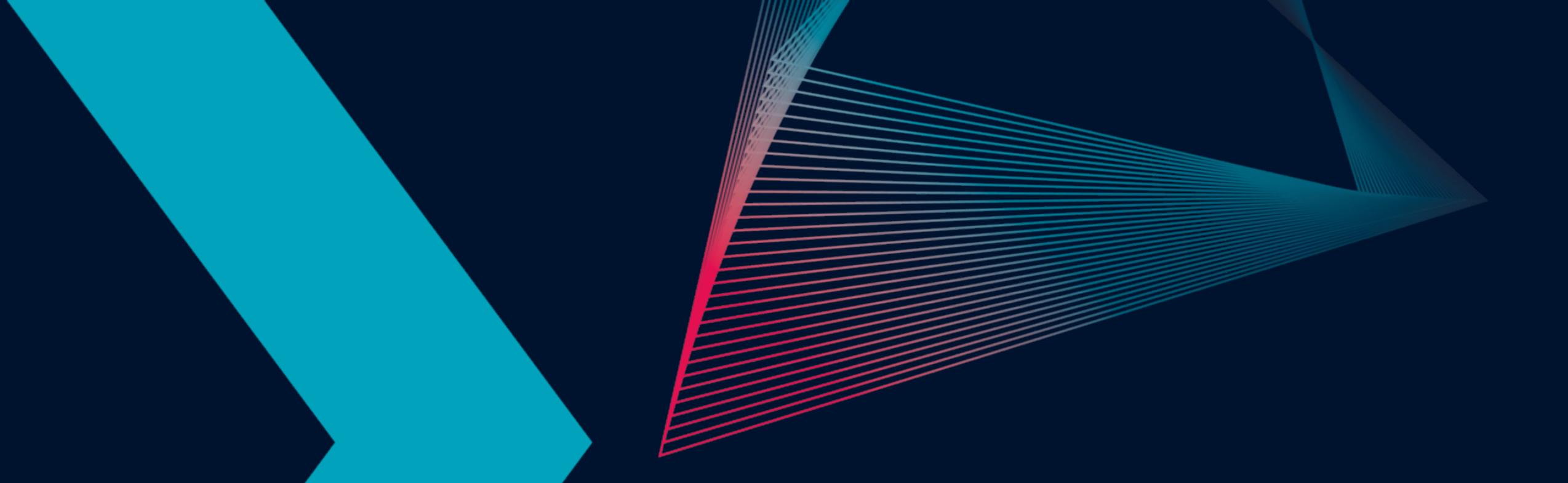
 **Microsoft**  
Solutions Partner  
Business Applications

 **Microsoft**  
Solutions Partner  
Data & AI  
Azure

 **Microsoft**  
Solutions Partner  
Digital & App Innovation  
Azure

**Great  
Place  
To  
Work**  
Certified  
NOV 2022-NOV 2023  
UK

**Xpedition**



**Time to transform!**

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To learn more about Xpedition visit:

[xpedition.co.uk](http://xpedition.co.uk)

Or contact us on +44 (0)20 7121 4705