

# Lightspeed x Tenzo

A POS transition can be tedious and painful - we can all agree with that. It can be hugely disruptive to your operation even when it's done right!

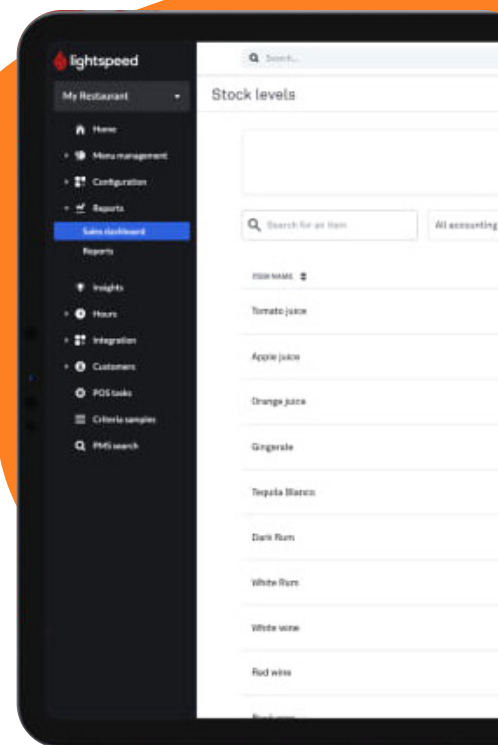
The cornerstone to any tech transition is having the right integrations in place to ease the pain, from preserving historical data to ensuring your different platforms working in unison.

Let's jump in and see how Tenzo can help streamline a POS transition.

## Why is the loss of historical data an issue?

We spoke to Grow Hackney's Head of Operations, Jan Hlavicka, who experienced a POS migration and points to historical data 'as one of the most important assets to his business: you can compare sales, trends, adapt your business to demand and build your staff rota, it's really important to see quickly how you are performing week-on-week or year-on-year because you can assess what you are doing wrong.'

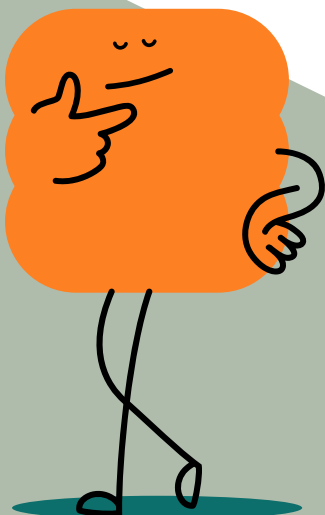
It proves incredibly difficult for hospitality operators to measure performance, set targets and forecast sales without their historical data. Operators are left flying blind at a time with tighter margins where data-led decisions are increasingly seen throughout the industry as a means to exploit growth opportunities and reduce waste.



## Who is Tenzo?

We are a reporting, analytics and forecasting platform specialising in improving performance in hospitality. **Tenzo** brings operational data together in one place, by integrating with POS, labour and inventory systems and giving operational insight to the right person at the right time.

Operators gain visibility of their data thanks to automated reporting with meaningful recommendations on how to hit targets. Instead of spending countless hours collating data they can act on insights in real-time.



# Lightspeed x Tenzo

Tenzo and Lightspeed have been integrated since 2016 and have worked together on mutual accounts including Fat Hippo, Atis, Cubitt House and Joël Robuchon, integrating with Lightspeed L, K, R and O.

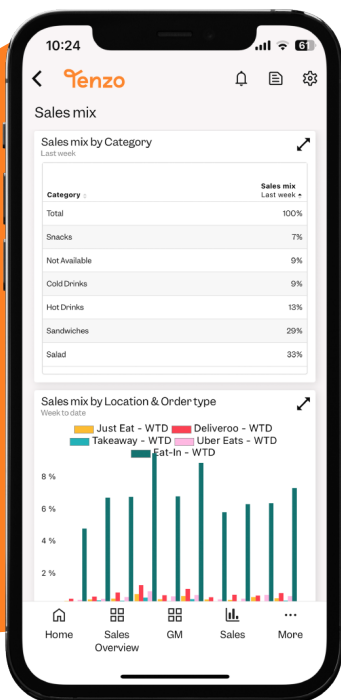
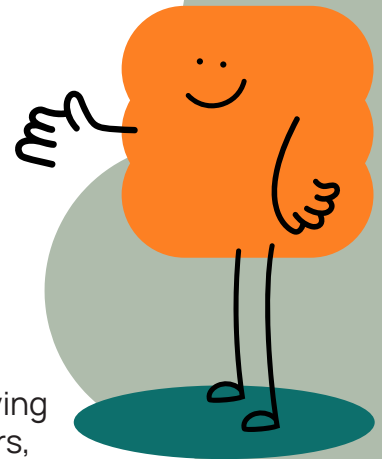
We spoke to Lightspeed's Account Manager, Katie Cowell, about when she is faced with a customer in the process of a POS migration: "Tenzo is always part of my recommendation."

Jan Hlavicka of Grow Hackney highlighted the crucial role Tenzo played during their POS transition:



**If Tenzo hadn't bridged the gap, we would have lost access to our historical data.**

Tenzo's success is built on helping partners better support their customers. The platform is built to bring flexibility to how restaurant data is stored and shown, and help operators through a tech transition that can often be tedious and time consuming, by preserving historical data and maintaining strong relationships with our partners, like Lightspeed, to ensure all systems are communicating effectively.



Once the customer signs off on Tenzo, it takes at most eight weeks for customers to go live, as pointed out by Lightspeed's Katie Cowell:



**Ease of setup is key, especially when we consider Power BI and manually doing it; you have to have someone who really knows how to make it worth that time investment.**

**Tenzo helps speed up a tech transition by having a dedicated Customer Success Manager, with 24/7 support available, along with a super team of engineers to address any issues that may arise.**