LP Software
YOUR SILENT PARTNER IN LOSS PREVENTION

LP Software: easy, flexible ad hoc reporting was exactly what our customers wanted

LP Software, Inc. provides a software solution that revolutionizes retail loss prevention and contributes greatly to the success of their 100 plus retail customers who include; Nike, JC Penney, Barnes and Noble, Kroger, other large retail conglomerates as well as smaller chain stores with space in a mall or strip mall environment. LP Software's solutions track incidents of loss including shoplifting and employee theft through as suite of integrated technologies and tools that guarantee success. The system includes 40 static reports that companies can use to gain visibility into where and how inventory shrinkage may be occurring. Their loss prevention management system has been featured in publications such as Stores Magazine and Security Management Magazine.

The problem
Overtime, LP Software's management team, which they have affectionately self named the "LP Guys," started to hear a common trend among their customer's requests; while they found the canned reports useful, their customers wanted to be able to run their own unique reports to capture the circumstances surrounding their loss issues, like the time of year, time of day, store location, etc. that indicated a cause of higher rates of loss. Store managers wanted to be able to slice and dice this data themselves and have the ability to do this on the fly to analyze trends as well as measure the effectiveness of their efforts to decrease losses. This type of ad hoc reporting capability would allow their clients to create more specific solutions for how to prevent the loss that was occurring. Their clients wanted to be able to customize the reports and combine them at will to gain a better understanding of what was happening in their stores, and LP wanted to keep their clients happy.

The need
LP Software didn't offer a customizable report capability, so they decided to do some research on the best way to obtain it. They realized they could build their own reporting module in house for great development expense or buy the capability from someone else. They use the internet to search for the best reporting tools on the market and found Crystal Reports and SQL reporting services, so they tried them out. Crystal Reports turned out to be too expensive and too complex. SQL reporting was more of a developer tool, and LP Guys wanted something that they could role out to end users who did not have an IT background or technical training.

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Brian Eskra, president and CEO of LP Software Inc.

The solution

Then the LP Guys found Izenda Ad Hoc. They watched the video and were impressed by the intuitive interface of the demo. They quickly downloaded the free edition to really see how the tool would work with their data. After downloading the free edition, the LP Guys were able use the tool on their own database to create new reports and customize those reports in minutes. Best of all, Izenda was affordable and non-technical users could manage the tool with ease. Adding a field to a report took just a few clicks and in seconds the report was modified. The graphing capabilities were another important feature, something that they had not offered in the past, but that customers had often commented as something that would be great to have. They found that it did everything they needed it to do and would be very easy for new users to learn.

The LP Guys decided that the most cost effective way to get their client's the reporting capabilities that they wanted was to engage as an Izenda Partner. They chose Izenda Ad Hoc as their reporting tool and will use the tool to provide customized and flexible reporting capabilities for their customers to use with their software.

The future

Brian Eskra, the president and CEO of LP Software Inc., is excited about the partnership with Izenda and the value it will allow them to bring to their existing customer base. "Our software comes with 40 canned reports, but customers wanted to create and run custom reports beyond those static ones. Ad Hoc has all the functionality we were looking for and we were amazed with how easy it was to use. After downloading the free edition, we were able to create and run reports within minutes. We think we'll be able to sell this to at least half of our customers this year," said Eskra.

Izenda's product roadmap includes adding features to Ad Hoc in future editions that will allow for scheduling and delivering reports via email, something that was also important to LP Guys. LP Software was impressed with Izenda's current reporting and they were even more excited about a partnership that included a mission and a vision for constant improvement and innovation. "Ultimately our customers would like to be able to come in on Monday morning and see the reports they need in their inbox, were happy to see that that was part of Izenda's roadmap for future editions. Izenda Ad Hoc has all the capabilities our customers wanted and more. We think this will be a long and fruitful relationship, a real win for LP Guys, Izenda and our customers."

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