

Streamline Omnichannel Complexity with Distributed Order Orchestration



CUSTOMER RESULTS

Oracle Retail's Order Management Suite enables retailers to manage not only order creation, tracking, and payment but also the steps of the fulfillment process. The **Order Management Cloud Service** consists of its order maintenance, customer notifications, contact center, and payment settlements, while the **Order Broker Cloud Service** handles available to promise for enterprise inventory and the routing engine for orders.



Apparel retailer enabled **ship from store** and increased single-year revenue by **\$11m**

Hardgoods retailer's **commerce site stock out rate is 3%** when using **store inventory** vs. 30% when not using store inventory



Apparel retailer achieves **30% fulfillment** in store locations based on routing by Order Broker due to insufficient stock in their distribution center

MODERN RETAIL IMPERATIVES



Accelerate Next Practice



Tailor the Experience



Drive Operational Agility

RETAIL MARKET REALITIES



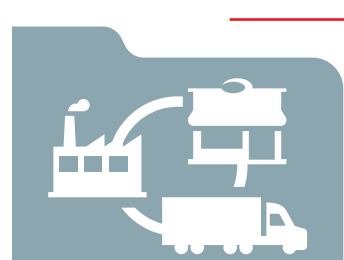
Only 34% of retailers have up-to-date distributed order management technology in place¹

Poor customer service is costing businesses more than **\$75 billion a year**²



72% of consumers expect customer service agents to **already know who they are, what they've purchased, and have insight into their previous engagements**³

56% of global shoppers **have stopped doing business with a brand** due to a poor customer service experience³



37% of retailers feel that inventory order and supply chain operations **are not properly aligned across their channels**, posing a challenge to order fulfillment⁴

FUTURE PROOF INVESTMENT



Drive speed to market with **intelligent order routing** vanilla SaaS implementations starting at **12 weeks**



Be on the **cutting edge of order management** with continuous improvements to cloud service



Equip your team with **proven best retail practices** to increase productivity

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ORDER MANAGEMENT SUITE BENEFITS

Community of **over 125 global retailers** leveraging the **Order Management Suite**

Over 25 years of order management expertise

Language capabilities and fiscal requirements enable users in new markets—**empowering global contact center agents**

A modern contact center **allows service reps to leverage customer information effectively throughout the transaction** and as part of their marketing, merchandising, and customer service efforts

Pre-built integrations with POS, CRM and ecommerce offerings, work cohesively and solve **end-to-end supply chain needs**

Embedded Oracle Retail Science **fuels the routing engine** when selecting fulfilling location to identify the most profitable location

Flexible user configurable shopping engines **enables users to define rules and priorities to efficiently assign inventory**

With over 5,000 customers worldwide, Oracle is empowering commerce around the globe. **Oracle Retail's Order Management Suite leads the pack in the 2018 IDC MarketScape** with a modern UX, real-time inventory visibility and built-in integration with the Oracle Retail portfolio. Let us show you what we can do.

Request a 1:1 Demo of the Oracle Retail Order Management Suite

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Sources:
1. RIS/Gartner Retail Technology Study
2. Businesses Lose \$75 Billion Due To Poor Customer Service
3. State of Global Customer Services Report
4. Strategies for Agile, Profitable and Secure Omnichannel Execution