

# Enterprise Order Management



## Enable a truly multi-channel customer experience

Today's consumers expect to be able to order and receive goods at their convenience. Whether in store or online, delivered to home or via Click and Collect, shoppers are looking for a seamless customer experience that is fast and efficient with a range of delivery options to meet their needs.

itim's standalone Enterprise Order Management solution provides true multi-channel, customer-centric capabilities which include:

- **A real-time view of stock** improving service levels and meeting customer expectations
- **30-minute Click and Collect** creating differentiation and increasing store traffic
- **In-store customer ordering** enabling greater customer engagement using mobile technology
- **Ability to offer extended ranges** reducing lost sales and increasing customer satisfaction
- **Order history** providing a single view of customer orders across all sales channels
- **Ability to dispatch from store** avoiding lost sales and improving speed of service
- **Joined up returns management** giving customers greater choice and bringing retailers greater efficiency

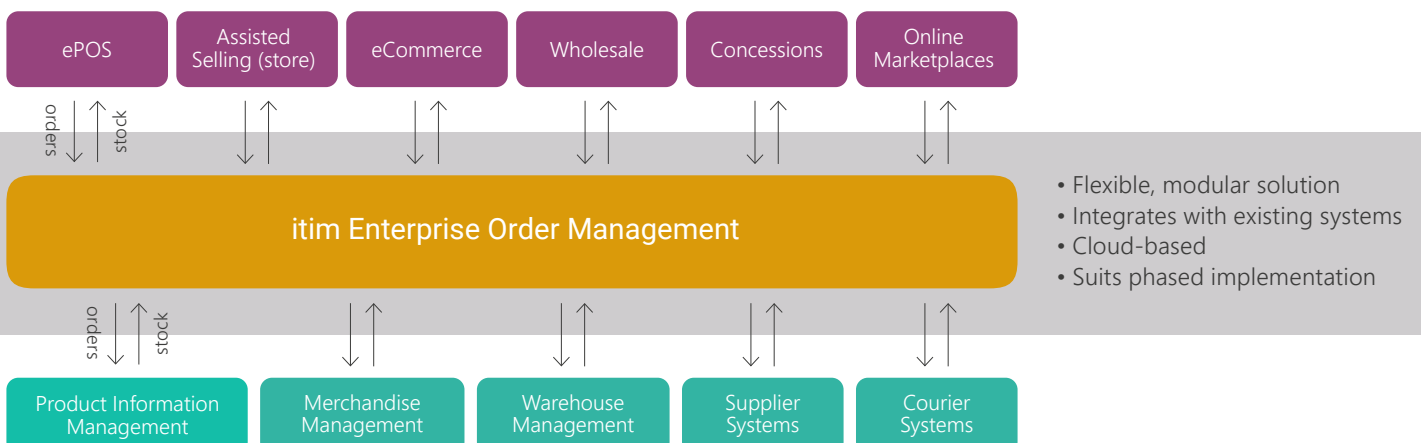
### CASE STUDY: The Entertainer

The Entertainer needed a multi-channel infrastructure to enable an integrated customer experience, create differentiation in the market place and drive more store traffic.

They implemented itim's Enterprise Order Management and Store Order Management on tablets in 100+ stores including extended range, real-time stock visibility and a 30-minute Click and Collect service.

### RESULTS:

- Like-for-like sales increased 5.5% in the first year
- Doubling of orders for home delivery or collection
- 30-minute Click and Collect service became a key differentiator (40% of online sales)
- Improved customer service with ability to source stock from anywhere in the estate
- Efficient Click and Collect order processing in store



# Enterprise Order Management

## Key Capabilities

A proven, cost effective and totally flexible solution, **itim Enterprise Order Management** allows you to manage and route orders across your sales channels to meet customer expectations in the most profitable way. It includes:

### Real-time stock availability

Get a single, global view of inventory across your whole estate and supply chain.

### Delivery options

Identify all possible delivery options (including timing and costs) based on stock location, availability, capacities and fulfilment routes.

### Order orchestration and routing

Route orders to the lowest cost source or via a store to clear stock while considering any capacity constraints.

### Tracking and issue resolution

Keep customers in the loop via automated notifications and quickly resolve any issues with automated alerts and escalation.

### Returns management

Offer customers a range of return options with built-in processes for efficient handling of returns.

### Direct ship from a supplier

Fulfil customer orders faster by enabling direct dispatch from the supplier.

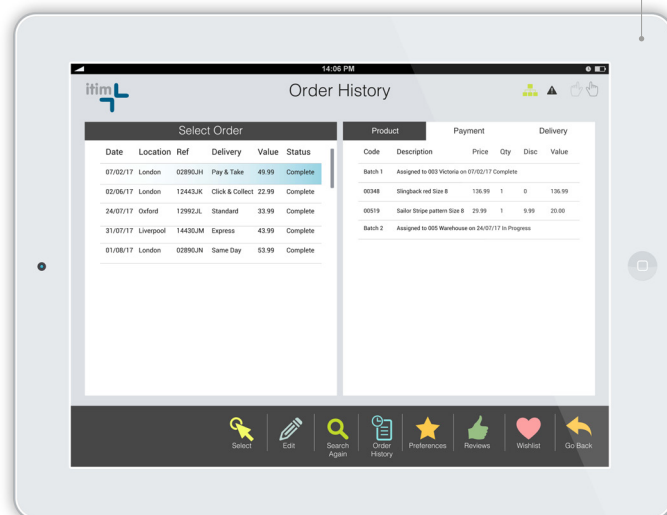
### Integrate with existing systems

Connect with existing systems, including ePOS, to enable a single view of stock and orders.

### Store order fulfilment

With our Store Order Fulfilment tablet apps, you can process orders quickly and efficiently on the shop floor.

- Click and Collect
- Real-time stock
- In-store ordering
- Pick, pack and despatch from store



Our mission is to help retailers optimise their operations and excel in today's world of digitally-powered, customer-centric retailing.

- Retail industry specialists
- 65+ customers in ten countries
- 20+ years of retail pedigree
- Flexible solutions for Tier 1/2/3 retailers
- Growing international presence
- Team of retail, technology and business experts

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