Distributed Order Management

Achieve Superior Order Fulfillment.

The Challenge

Product availability across multiple sales channels such as online, mobile, in-store, drop-ship, catalogue and call center is necessary for a convenient shopping experience. High-volume complex warehouse operations without a channel integration strategy suffer from inefficiency and high costs. Inaccurate orders and shipping delays that degrade customer satisfaction while escalating freight and inventory carrying costs that erode profit margins. Without processing controls at the enterprise level, order fulfillment must be satisfied by individual business units with limited visibility and insufficient resources.

The Solution

Softeon Distributed Order Management is an adaptable business process engine that accepts and prioritizes orders from multiple sales channels and optimizes multi-channel fulfillment. It is ideal for retailers, manufacturers, 3PL's with a simple to complex supply chain having multi-channels, multi-nodes (stores, DCs, drop-ship Vendors). DOM is designed for large volumes and high performance, and can process half a million order lines in less than 60 minutes.

Softeon Distributed Order Management

Distributed Order Management (DOM) is an intelligent hub that orchestrates orders between vendors, suppliers and customers at a high-level and evaluates fulfillment options to determine an optimal fulfillment strategy.

The solution easily integrates with your current WMS and is an excellent first step for complex networks to achieve fast efficiencies without having to replace your warehouse system. Orders move through various workflow steps such as Order Capture & Validation, Segmentation, Hold/Release, Mortgaging, Reservation, Sourcing, Allocation and Load-planning, before they are dropped into the WMS.

Real-Time Visibility

Gain control of order fulfillment with global visibility of orders, inventory and delivery. DOM provides comprehensive internal and external visibility. Real-time order information is provided throughout the complete order fulfillment lifecycle. Users can view customer orders in real-time, check current inventory across extended supply networks and track order status.

Multi-Channel Sales Management

DOM manages order repositories from any sales channel including websites, smart phones, stores, kiosks, catalogue, call centers and email. Orders are aggregated and prioritized for complete demand availability in real-time. The rules-based order pool management system supports various business models, with processing controls at a business unit and company level.

Softeon

Distributed Order Management

Cross-Channel Order Management

Multi-site sourcing for a single order ensures customer expectations are met. Softeon's powerful rules engine manages the order lifecycle to segment and prioritize orders, hold and release orders, and source to optimize against capacity, inventory, delivery or other constraint. Users may set customer-driven rules like fill-kill, allocation or shipment consolidation and manage the release of orders.

Inventory Optimization

DOM works outside the four walls, deep into the demand network, to communicate with supply chain planning and other business intelligence systems for true collaboration. The solution coordinates with these systems to manage and facilitate the optimal execution for order fulfillment and replenishment, including reverse flows. Complex Returns Process Management is handled such as process returns at intermediate and final destination or product and inventory excess assessment.

Key Features:

- **Omni-channel**
    - Buy Online, Pick-up in Store
    - Buy Online, Return to Store
    - Buy Online, Ship from Store
    - Store to Store Transfers
    - Seasonal Optimization

- **Subscription Order Management**

- **Store Replenishments**
    - Auto Store Replenishment based on POS and Min/Max
    - Real-time updates on order progress for consumers

- **Inventory Balancing**
    - Automated Inventory Balancing across nodes
    - Cross-dock at receiving - eliminating multiple handling costs