



# IBM Sterling Order Management Automotive Aftermarket

## Enhance your sales orders and customer expectations

B2B customers demand the same speed, ease and visibility they experience in B2C buying. But in the automotive industry, they often interact with disconnected networks that inhibit inventory visibility and make it hard to find the parts and products they need. And with legacy systems and ERPs, manual touchpoints lead to errors and slower fulfillment, making the process even more frustrating for customers. Automotive supply chains often experience these limitations:

- Sales inaccuracy and prioritization errors
- Inventory in disparate systems
- SKU number proliferation that cannot be managed
- Missed deliveries causing SLA penalties
- Unsatisfied customers or increased attrition

## Invest in purpose-built B2B order management

Automotive organizations need to provide an enhanced ordering experience to customers while accelerating growth and profitability — and that begins with the right order management technology.

With IBM Sterling Order Management, automotive businesses can simplify complex B2B inventory actions with dynamic inventory control, deliver the perfect order consistently, and reduce manual effort and costly errors by digitizing processes and automating workflows.

## Say hello to the proven solution designed for today's demands

Sterling Order Management helps to fill critical gaps in ERPs with purpose-built capabilities and intelligence made for complex B2B order management. With this solution, automotive businesses can flexibly adapt order management strategies to their business strategy, rather than the other way around. And, with accelerated development, resource-light transformation, and always-on commerce, you can lower your total cost of ownership.

With Sterling Order Management, implement:

- Execute large volumes of complex orders, including intricate product and service configurations and fulfillment types
- Provide accurate delivery estimates by unifying production schedules, sourcing options and inventory availability across multiple entities
- Capture maximum demand by utilizing inventory anywhere in your multi-enterprise supply chain to serve customers across any channel
- Respond faster to market dynamics and supply disruptions and always deliver on-time and in-full (OTIF)
- Automate manual processes and workflows to execute complex orders flawlessly and at a lower cost-to-serve

Sterling Order Management is the proven solution that enhances customer experience, increases revenue, and improves operational margins.

## Featured Highlights

 Automated validation	 Forecast inventory	 Low/expiring stock alerts	 Inventory turns	 One-piece flow bill of materials	 OTIF/OTIFFP
 Made-to-stock/made-to-order	 Dynamic fulfillment and sourcing	 Core returns	 Vendor inventory management	 Est. delivery dates On time deliveries	

# Order management solutions designed for today's automotive demand



## Customer spotlight

### Automotive manufacturer drives inventory productivity and profitability

#### About the client:

With a 4000+ dealer network across the globe, this client needed to simplify the process customers faced when ordering parts from the network. Inventory was sitting in multiple systems without a common link, requiring phone calls to track down parts and confirm availability— ultimately creating delays for customers and increasing the cost and time to fulfill.

#### The role of IBM Sterling Order Management in ensuring on-time and in-full delivery:

Dealers and retailers struggled to find parts easily and place an order with confidence in the promise date. By using Sterling Order Management, the client gains a unified, real-time view of enterprise inventory across their network, so they can provide better promising data and turn inventory around faster. And, with real-time alerts, they can monitor deadlines to ensure orders are delivered on-time and in-full.

#### How they use IBM Sterling Order Management to drive intelligent automation:

Sterling Order Management enables management of inventory across the fulfillment network with a central hub of inventory and orders. With a real-time view of inventory, they gain a single source of truth for available-to-promise that eliminates the need for costly manual phone calls and inventory validation. And, they capture more demand by being able to better utilize inventory anywhere in their multi-enterprise supply chain.

## Key benefits

**+170% ROI**

by customers using IBM Sterling Order Management<sup>1</sup>

**\$4.2 Million**

net-new profit from improved order management<sup>1</sup>

**\$6.4 Million**

cost savings from improved operations<sup>1</sup>

**\$2.3 Million**

avoided costs from previous order management solutions<sup>1</sup>

1. The Total Economic Impact of IBM Sterling Order Management, Forrester Consulting, July 2020

Ready to learn more?

Learn more about IBM Sterling Order Management

