

IBM Sterling Order Management Essentials

Essential digital commerce capabilities
for your growing business

With customizable rules, real-time inventory visibility and dynamic fulfillment, you'll feel confident to seamlessly take orders, say 'yes' more often, and present a committed delivery promise.



To satisfy customers' evolving needs, organizations need a resilient and proven order management system—and fast. However, many transformative technology offerings are limited in scope or priced for large, global companies, and often take months to implement.

IBM Sterling Order Management Essentials

This light, flexible order management solution with simplified implementation and templated functionality is designed to evolve along with your business. The solution empowers your organization with robust order and inventory management capabilities, with the same, proven 18+ year track record that IBM Sterling has gained from supporting the world's largest retailers. With comprehensive, market-leading capabilities backed by a strong partner ecosystem, IBM is the trusted choice to support your evolving business.

Essential for:



Seamless shopper experiences

Easily augment existing eCommerce applications or launch new omnichannel initiatives to create a seamless order management experience for shoppers across all channels. Implement new omnichannel fulfillment options, like buy online pickup in store (BOPIS), ship from store (SFS), drop ship, or return anywhere.



Growth and scalability

Grow your business with reliable technology built on a modern architecture that can scale to meet your customers' evolving demands. And as your business grows, scale seamlessly to thrive even in times of peak demand.



Fast time-to-value

Fast, simplified deployment with standardized essential features and templates empowers you to implement omnichannel capabilities quickly to improve operational margins and drive business outcomes.



Increased profitability

Improve profit margins with accurate and efficient order management, using an order routing engine that monitors orders throughout the lifecycle as it is created, scheduled, fulfilled and invoiced.

Essential order automation for today, built to scale for the future

Features & Highlights

[Modern SaaS architecture](#)

Reduce IT costs, improve time-to-value and simplify the process of creating and deploying new innovations to improve flexibility and enhance capabilities to meet demand.

[Agility for business impact](#)

Increase agility with out-of-the-box standardized rules and configuration templates, so you can work towards business outcomes at the speed of your organization, without complex configuration.

[Powerful order engine](#)

Employ a powerful order engine to aggregate, manage and monitor orders through their lifecycle: creation, scheduling, fulfillment and invoice. Control order processing with configurable sourcing and fulfillment rules that consider supply constraints, product constraints and the constraints of your business.

[Real-time inventory view](#)

Utilize a real-time, consolidated view of supply, demand and inventory across your global supply chain to better manage your available-to-promise inventory across all demand channels.

[User-centric returns](#)

Provide user-centric, simple return creation, approval, disposition, receiving and refund processing. Reliable order history: Lookup, track and monitor orders throughout active and archived lifecycles with a single, reliable order repository.

[Operational reporting](#)

Generate reports for day-to-day operations using IBM Cognos Analytics on Cloud, empowering you with a real-time view of KPIs for more effective tracking, measuring and trend analysis.

[Empowered business users](#)

Increase business user involvement in order management with an easy-to-use dashboard to set up rules, control orders, manage shipping nodes and execute actions, such as changing node capacity, reassigning pending order releases to available nodes, and adjusting safety stock.

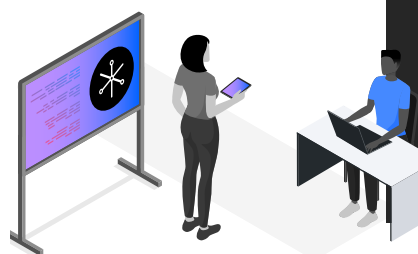
Complement Sterling Order Management Essentials with additional functionality as your organization evolves.

[IBM Sterling Fulfillment Optimizer](#)

Access a cognitive analytic engine to enhance your existing order and inventory management solutions, providing a “big data brain” to better understand and act on changes in the market as they occur. Perfectly balance protecting margins, utilize store capacity and meet delivery expectations.

[IBM Sterling Store Engagement](#)

Help store associates provide superior customer service and increase your customers’ cart size, fulfillment, and invoice. With Sterling Store Engagement, you get a real-time view of inventory, plus customer and order data, through an intuitive user interface that’s accessible from sales counters and mobile devices. Control order processing with configurable sourcing and fulfillment rules that consider supply constraints, product constraints, and the constraints of your business.



[Book a consultation](#) to chat
with an IBM expert today.

