


Island Pacific SmartChannel

Overview






A key element of excellent retail service is ensuring that customer orders are completed in a timely and efficient manner. When you are dealing with consumers in store, online, over the phone, or by mail – or dealing with B2B orders in a wholesale or franchise environment, it is crucial that your customer receives their goods on time and in the right location. Island Pacific SmartChannel is a software solution that streamlines order management by bringing all your sales channels together, in one integrated system.

Island Pacific SmartChannel is a highly configurable solution with an extendable and customisable architecture. This means it can be easily scaled up or down to meet with the changing demands within retail and manage orders across any number of sales channels.

Capture customer data for marketing purposes, automate communications and give customers full visibility of their order. By incorporating Island Pacific SmartStore and Island Pacific SmartOmni, allows users access to a fully integrated solution that not only gives visibility and control over order management, but all multi-channel activity in the business. For a demo, or to learn more, contact us today.



Island Pacific
SmartChannel

-  Wholesale, Franchise & Concession
-  B2B Order Management
-  Web Orders
-  Mail Orders
-  B2C Order Management

Benefits

- ▼ **Scalable:** Island Pacific SmartChannel can be scaled up or down to meet the demands of your business
- ▼ **Streamline orders:** Improve product availability by managing and transferring stock seamlessly between channels
- ▼ **Fully integrated:** Integrate with other Island Pacific solutions or third party systems, so cross-channel operations can be managed from a single location
- ▼ **Guarantee stock availability:** Keep customers informed by immediately accessing stock metrics so they know if the item they want is available to purchase
- ▼ **Improved customer care:** Customer service representatives can access order history at the click of a button, managing queries and customer issues, before they escalate
- ▼ **Improve processes:** With a holistic view of orders across all channels, you can analyse performance and identify potential cost-saving improvements

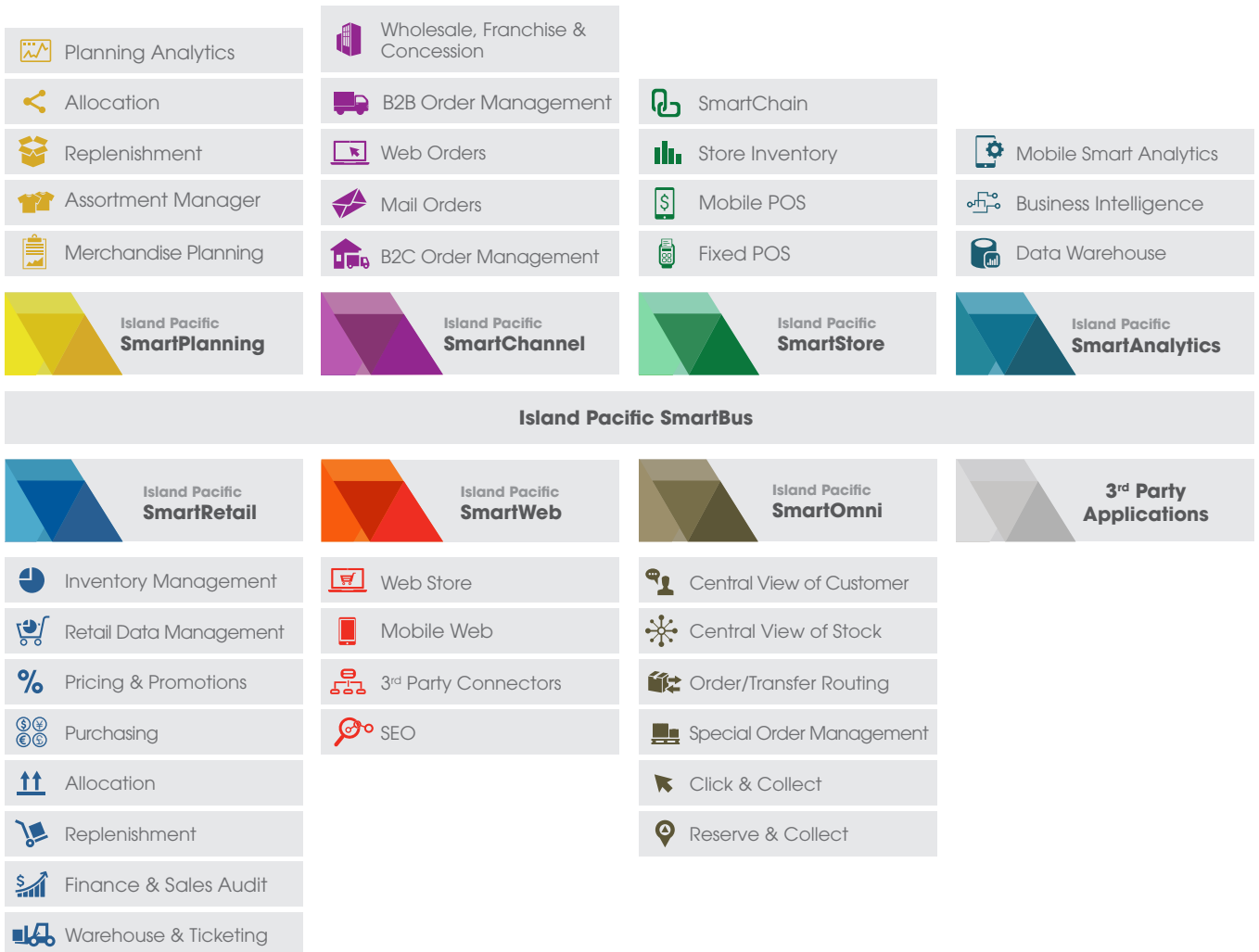
Features

- ▼ **Order management:** Manage orders across all sales channels; E-commerce, catalogue, call centre, wholesale, franchisees and more
- ▼ **Customer support:** Reserve stock, manage telephone orders, track customer history and even automate customer email notifications and issue management
- ▼ **Marketing management:** Enhance marketing operations, capturing customer data across all channels, e.g. purchase history and key demographics
- ▼ **Contact management:** Automate customer contact to ensure that the customer is kept fully informed of all activity



Island Pacific SmartSuite

END TO END TECHNOLOGY SOLUTION FOR TODAY'S RETAILERS



To find out more or request a demo please contact us on:

Island Pacific USA +1 800 994 3847
 Island Pacific UK +44 1 279 874545
 Island Pacific AU +61 2 9369 8500
 Island Pacific NZ +64 9 980 4595

E-mail: info@islandpacific.com
 Website: www.islandpacific.com

- facebook.com/IPGlobalRetail
- twitter.com/IPGlobalRetail
- youtube.com/user/IPGlobalRetail
- linkedin.com/company/island-pacific

