

Island Pacific SmartOmni

Overview

Today, retail consumers have any number of options for viewing and purchasing products, whether in store, online, by catalog, direct mail, or over the phone. The same applies to business consumers and franchise partners. Managing stock and sales in a multi-channel retail environment is an increasingly challenging task with effective management of multi-channel operations requiring a holistic view.

Island Pacific SmartOmni provides a centralized view of your business in a real time environment. Allowing all customer orders such as online orders, reserve & collect and click & collect to be viewed in real time. All activity can be tracked using a single software solution. Customer Order Orchestration allows business rules to be defined in order to drive efficiency and on time customer delivery. For example, if an order is placed and your warehouse/store are out of stock, then the order can be fulfilled from the nearest store or fulfillment location.

Island Pacific SmartOmni allows retailers to easily manage sales and stock, streamlining multi-channel operations while keeping customers content. For an even more versatile solution, Island Pacific SmartOmni can be integrated with Island Pacific SmartWeb (or other third party e-commerce websites) and Island Pacific SmartChannel and Island Pacific SmartStore. For a demo, or to find out more, contact us today.

SmartOmni

Unified Commerce

Central View of Stock

Order Fulfilment Management

Transfer Management

Special Order Management

Click & Collect

Reserve & Collect

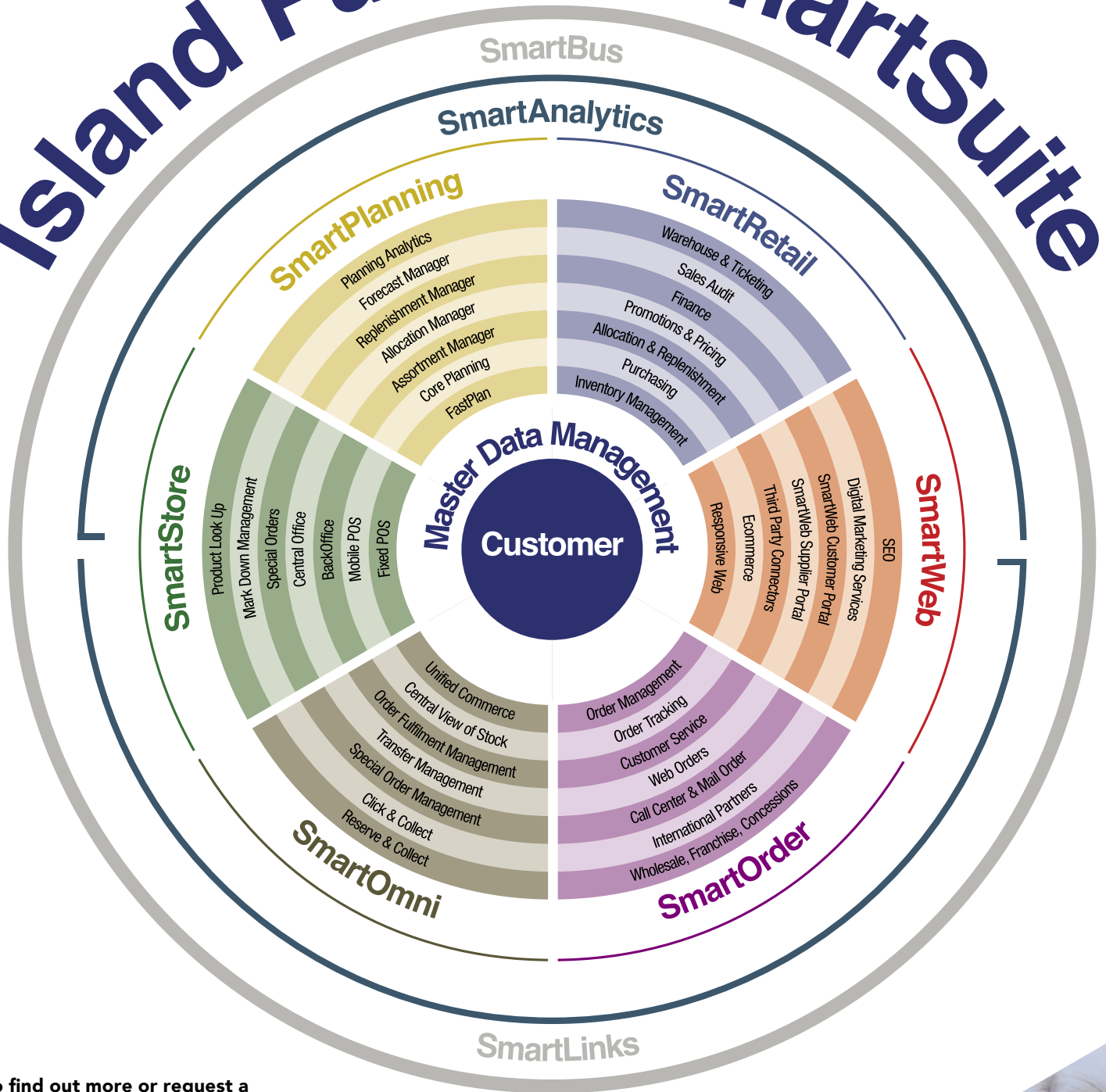
Benefits

- ▼ **Increase sales by making use of stock availability across the business**
- ▼ **React quicker to customer demand to drive customer loyalty**
- ▼ **Increase profitability by reducing markdowns and protecting margins**
- ▼ **Flexible delivery:** Let the customer choose their preferred delivery method
- ▼ **Full integration:** Integrate with other Island Pacific solutions or third party systems to guarantee a full view of sales, orders, allocations and warehouse operations
- ▼ **Intelligent shipping:** Automate shipping of stock from the most suitable/cost effective location, saving unnecessary transfer and shipping costs
- ▼ **Intelligent Order Orchestration:** Ensure customer orders are fulfilled and shipped from the most efficient and optimal location
- ▼ **Continuous improvement:** Track KPI's such as order acknowledgement and response times, and other performance measures to ensure quick and responsive customer order execution

Features

- ▼ **Central view of stock across all channels in real time:** Utilize the concept of virtual, consolidated stock availability across all locations to fulfill orders across all channels and reduce "out of stock" situations
- ▼ **Full inventory tracking of all activity**
- ▼ **Intelligent Order Orchestration:** Define business rules that make efficient use of available merchandise taking into account critical attributes such as delivery time frames, rate of sale & stock locations
- ▼ **Centralized and Real Time view of all activity associated with Omni Channel orders**

Island Pacific SmartSuite



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

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