deckcommerce

An Order Management System (OMS) to Help Brands Turn *Every* Customer into Their *Best* Customer

The Market

Direct-to-consumer **commerce is complex**. Concurrently, **consumer expectations are at an all-time high** with 86% of consumers willing to pay more for a great customer experience. Even more significant is that 92% will abandon a brand after a single negative experience.

Deploying a modern and scalable order management system allows brands to simplify and streamline their order management process— while creating a positive customer experience that drives retention, improving lifetime value and overall brand performance.

What is an Order Management System?

An order management system (OMS) coordinates the functions of back-end systems & customer-facing channels. Powerful order management brings all retail channels together and empowers brands to connect with customers exactly where and when they want to buy—whether click, cart, or curbside.

What type of retailers need an OMS?

High-volume retailers with complex fulfillment and/or a global presence

Have multiple fulfillment nodes & a complex supply chain

Selling on multiple channels and/ or marketplaces

Considering an omnichannel retail strategy (BOPIS, BORIS, ship from store, etc.)

Why more retailers are investing in order management systems

An OMS is no longer viewed as merely a cost center, but a way to drive top-line growth through more timely, cost-effective fulfillment options, and increased customer satisfaction.

10%

Reducing stock-outs & overstocks can **lower overall inventory costs** by 10%.

Source: Conveyco

86%

86% of buyers are willing to **pay more** for a **great customer experience.**

Source: Superoffice

51%

51% of **shoppers want real-time visibility** into the status of their orders.

Source: ShopPad

Omnichannel-enabled businesses realize a **5.2% lift in revenue.**

Source: v12data.com

92% of consumers will **buy something again** if returns are easy.

Source: Invesp

4X

A customer is **4X** more likely to **buy from a competitor** after poor service.

Source: Bain & Company

Retail brands use an average of **17 different tools** in their technology stack.

Inventory Management

Inventory management is not only crucial to a positive customer experience, but also profitability. Deck Commerce provides cross-channel, enterprise-level inventory visibility and optimal control for accuracy.

Order Orchestration & DOM

Even the most *complex* paths can be *happy* paths. Leverage Deck Commerce advanced order routing and distributed order management (DOM) to fulfill orders from the best location, at the best cost—with limited manual processing.

Transaction Processing

Retailers need to manage *every* aspect of an order. With Deck Commerce you can trigger and monitor actions during processing including payment, SMS notifications, emails, financials, tax, loyalty programs, & fulfillment updates.

Omnichannel Retail

Omnichannel shoppers spend more both in transaction size and overall lifetime value. With Deck Commerce, retailers have a "buy anywhere, fulfill anywhere, return anywhere" business model—improving both the customer experience and overall profitability.

Return Management

Returns in retail can be complicated, cumbersome, and costly. An order management system (OMS) enables retailers to automate and coordinate the return process to decrease cycle times and handling costs.

Customer Service Portal

Empower your customer service agents to view cross-channel inventory, modify orders, manage refunds/appeasements, and offer shoppers a premium experience.

Prebuilt Integrations

Deck Commerce has 40+ prebuilt integrations with some of the best ecommerce software providers, helping to make sure every order—from storefront to front door—drives operational efficiency and customer satisfaction.