

Elevating Customer Experience In Retail with IBM Sterling OMS

Achieve Seamless Operations, Scalability, and Real-Time Insights with IBM Sterling OMS.

RETAIL CUSTOMER EXPERIENCE (CX)

Retail CX focuses on delivering seamless and exceptional shopping experiences, whether online or instore. It plays a critical role in shaping customer satisfaction, building loyalty, and driving advocacy.

PROFIT MARGIN TREND

of consumers expect 64% companies to respond faster to meet their needs. of customers leave

60% due to inconsistent experiences.

are willing to pay 84% more for better customer experience.

CHALLENGES IN MODERN RETAIL AFFECTING CX

Solution → Dynamic inventory allocation

Inefficient Inventory Management

reduces stockouts and overstock.





Solution → Real-time updates (carrier status tracking update to OMS) with IBM

Lack of Real-Time Order Tracking

Sterling OMS ensure delivery accuracy.





Solution → Seamless integration across ERP, payment gateways, and delivery

Disconnected Systems

Solution → Al-powered optimization

services.



minimizes delays.

Delayed Shipments

Delayed Shipments

minimizes delays.

IBM Sterling OMS is a robust order management system that enables

Solution → Al-powered optimization



organizations to track orders, manage processes, and visualize every order

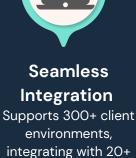
IBM STERLING OMS TO THE RESCUE

in real-time across various channels. It provides a centralized platform for managing the entire order lifecycle—from order entry to fulfillment and after-sales service—ensuring that businesses can meet customer demands efficiently.









systems like ERP, payment gateways, and delivery platforms.

Store), curbside pickup, delivery (same day/ name day) and ship-from-store/ ship-tostore, drop ship vendor. Real-Time Order Fulfillment Accuracy Unified returns management across channels. Accurate delivery timelines with real-time

IBM STERLING OMS - KEY FEATURES



Optimized Inventory Management A single, scalable view of inventory across stores, warehouses, and suppliers.

Prevent stockouts and overstock situations.

Seamless Omnichannel Experiences Support for BOPIS (Buy Online, Pick Up In-

Al and Machine Learning Integration Predict customer behavior and optimize

Enhance order accuracy and profitability.

supply chain operations.

sustainability.

Sustainability as a Competitive Edge Optimize logistics for greener supply chains, meeting consumer demand for

SUCCESS STORY – RETAIL TRANSFORMATION

channels or market expansions. Bulk order management made-easy for growing businesses.

Customizable Scalability for Growth

Tailored workflows to support new sales

Automated workflows to reduce human error

inventory tracking.

User-Friendly Interface Provides an intuitive dashboard that allows users to manage orders efficiently, track performance metrics, and gain insights into



customer interactions.

WITH IBM STERLING OMS A national department store chain faced significant challenges due to a lack of visibility into realtime inventory across multiple retail channels. This issue resulted in missed sales opportunities, as customers were unable to find products they wanted in stock, leading to frustration and lost revenue.

Unified inventory across stores, warehouses, and online platforms with IBM Sterling OMS.

RESULTS:

SOLUTION:

delivery times. fulfillment rates.

WHY QUADRANT TECHNOLOGIES?

+1 (425) 296 - 1122

increase in order

30%

reduction in

boost in sales through improved

inventory accuracy.

25%

With over 20 years of expertise, Quadrant Technologies is a global leader in cloud

and data solutions, empowering businesses to transform with agility and efficiency. Across 10+ countries, our 3,000+ professionals deliver tailored IT services, innovative products, and digital solutions that help clients optimize operations, drive growth, and achieve their vision.

unique business needs, ensuring seamless integration, rapid deployments, and flexible workflows. By empowering mid-market firms to streamline operations, enhance customer satisfaction, and scale efficiently, we deliver measurable results that support your long-term success.

At Quadrant, we go beyond implementation. We tailor IBM Sterling OMS to fit your

LET'S ELEVATE YOUR RETAIL CX TOGETHER!

Discover how IBM Sterling OMS and Quadrant can help you scale operations and deliver exceptional experiences.

SCHEDULE A CONSULTATION TODAY

https://www.quadranttechnologies.com/