

OMS Software: Choosing the Right Solution in 2024

 fabric


OMS



 **Manhattan**
Associates

 **KIBO**

 **fluentcommerce**
order management. accelerated.

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Summary

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Order management systems (OMS) for enterprise businesses boast advanced features that simplify inventory and order management.

02

A user-friendly interface, support for refunds and returns, optimized inventory visibility and controls, robust backorder and preorders capabilities, and support for omnichannel fulfillment are must-have features of a modern OMS.

03

5 must-know order management systems for enterprise retail include [fabric OMS](#), IBM Sterling, Kibo Commerce, Manhattan Associates, and Fluent Commerce.

Introduction

Unless you spend your time living and breathing enterprise-level software-as-a-service (SaaS), it's hard to pinpoint exactly what sets some order management systems (OMS) apart from other OMS solutions. Everything we've come to expect from SaaS vendors—great UX infused with clever features and critical functionality—is generally table stakes in the SaaS industry today.

Yet peel back the layers of a few given solutions and you'll quickly find that feature sets vary widely across the board. While some companies offer some of the latest and most powerful capabilities out-of-the-box, others lack core functions that most modern enterprise businesses require.

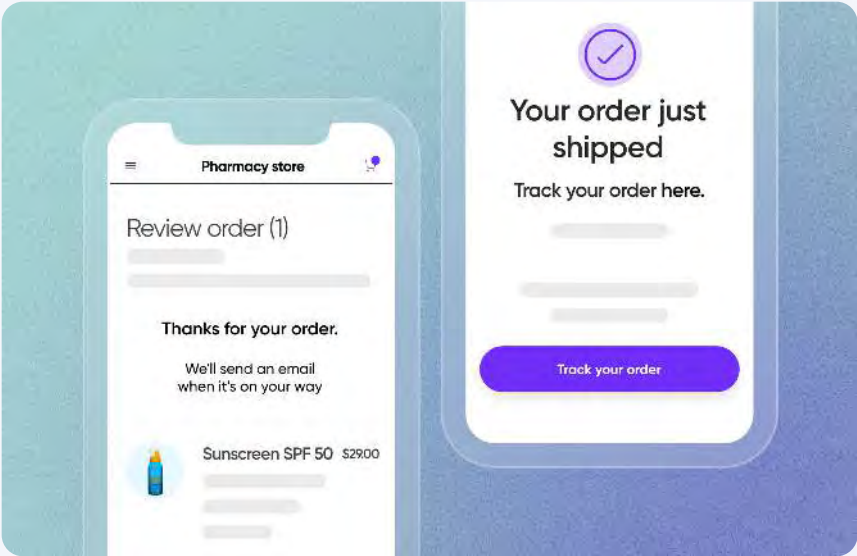
To help you cut through the noise, we'll go over some of the must-have features to look for when evaluating OMS software for your business. We'll also highlight some of the most powerful OMS software solutions for enterprise retailers today.

6 Essential Order Management Features for 2024

An order management system (OMS) is a software solution that centralizes and streamlines order processing, inventory management, and order fulfillment. A distributed order management (DOM) system goes one step further and enhances order routing and allocation by intelligently managing orders across multiple locations and channels. When evaluating OMS software vendors, here are some key features to look for.

01

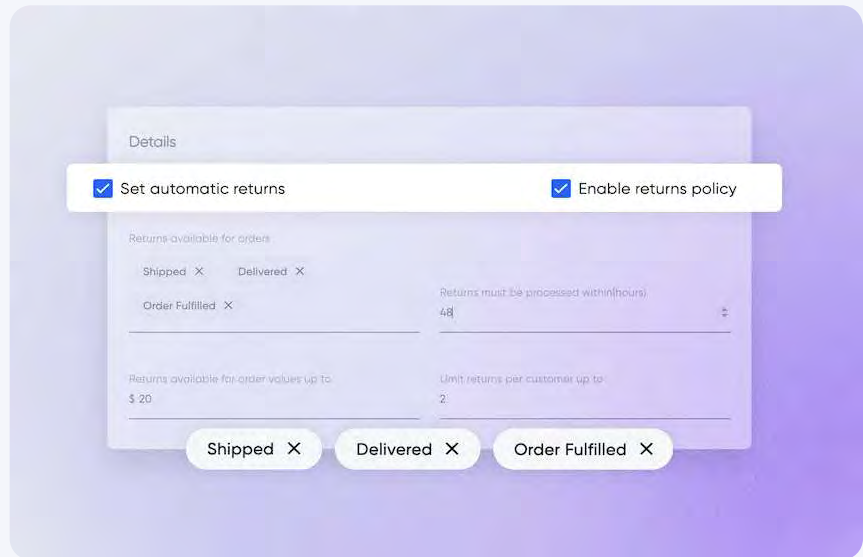
Order management



OMS software needs a user-friendly interface to track and manage customer orders. Retailers often require the ability to update shipping dates or modify orders pre-shipment. The system should offer simple tools for swift updates or integrate with third-party customer service apps for order adjustments.

02

Refunds and returns support



Retailers often struggle with reverse logistics, but an OMS solution can streamline returns and refunds for efficiency. For instance, offering instant refunds enhances customer satisfaction by automating the return process. Clearly defined business rules for handling returns and refunds are vital for successful reverse logistics. An OMS should offer an easy way to establish returns policies for customers to adhere to.

03

Inventory visibility

Every e-commerce business needs real-time stock information. An OMS should provide a clear view of on-shelf, in-transit, and on-order inventory globally, spanning distribution centers, stores, and suppliers. A [distributed order management \(DOM\) system](#) categorizes inventory by proximity, store availability, or channel-specific availability.

Available-to-promise (ATP) inventory is known as the projected amount of inventory a business has in stock that's ready to sell and is not allocated for existing customer orders. An inventory availability storefront API can be used to show the exact amount of ATP inventory that's available for customers to buy. A bulk export function is vital for inventory synchronization between systems. Retailers should schedule regular exports for streamlined processes and easy import history access. The "True Up" feature in an OMS enhances inventory accuracy by updating data from bulk import groups.

04

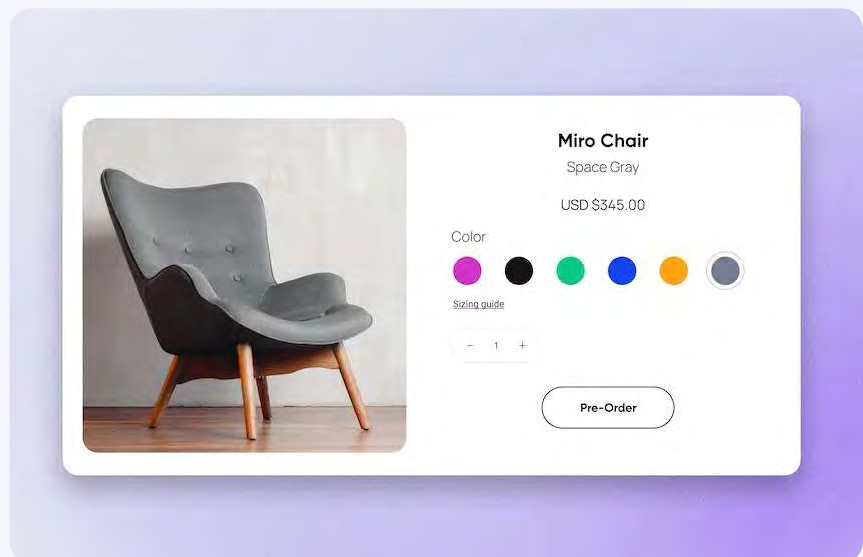
Inventory controls

Inventory controls maintain balance in inventory management. In addition to categorization and organization, a modern OMS helps create custom attributes, define safety and low stock levels, and configure distinct inventory position tags (e.g. on-hand, backorder available and reserved).

Moreover, the OMS enables companies to segment inventory and set aggregation rules by location, network, or channel. Businesses can define aggregation rules, create inventory subgroups, exclude products or categories by brand or region, and configure logic based on fulfillment methods (e.g. direct shipping vs. BOPIS).

05

Backorders and preorders processing

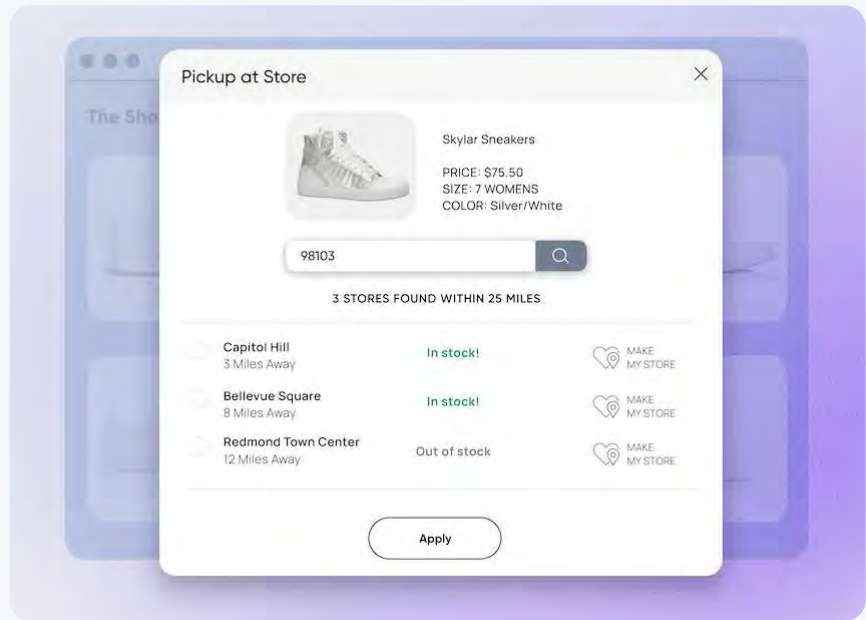


Avoiding stockouts is crucial for businesses. Backorders enable customers to order temporarily out-of-stock items. OMS solutions with backorder capabilities help capture sales and retain customers who'd otherwise abandon transactions.

Pre-order features are also valuable. Allowing customers to preorder aids in demand forecasting and inventory planning for upcoming product launches. Pre-orders can generate anticipation for new product releases.

06

Omnichannel fulfillment capabilities



For omnichannel retail, a [DOM](#) system is crucial to handle complex order fulfillment. Modern businesses aim to offer flexible fulfillment choices to customers, necessitating OMS support for various methods like same-day delivery, BOPIS, ship-from-store, ship-to-store, and direct-to-consumer (D2C).

An OMS that offers the ability to stand up and update Order Fulfillment Logic (OFL) is important for reducing delayed orders and shipping costs. Inventory segmentation configures tags to assign inventory to specific customer segments like subscribers, new customers, or VIPs. Also, prioritizing picking locations from the closest facility in stock or by rank can increase fulfillment speed and efficiency. Finally, an inventory reservation feature can help track virtual inventory quantities for specific demands.

Additional OMS Software Features to Look For

01

Integrations with key enterprise systems

The e-commerce tech stack streamlines sales, marketing, customer service, order fulfillment, returns, and payment processing. Thus, it's crucial for an OMS to seamlessly integrate with your warehouse management system (WMS), enterprise resource planning (ERP) system, customer service (CS) app, accounting, and other modern tech components.

Some companies use an ERP for order fulfillment and other functions, but it's not a standalone OMS substitute. A dedicated OMS addresses challenging order management aspects and [easily integrates](#) with e-commerce apps using APIs. APIs enable customized connections to various systems like [pricing engines](#), [product information management system](#), or [dropshipping platforms](#).

02

Management of supply chain complexity

Complex supply chains are becoming the norm. Between rising customer expectations for faster lead times, expanded products and services, and tailored experiences, enterprise brands are being pushed to support more unique orders across the retail supply chain. Today, managing supply chains requires more collaboration with partners, improved inventory management with suppliers, and greater visibility and control of every part of the supply chain.

Enterprise OMS software can tackle many of these issues. For example, today's OMS solutions can integrate with multiple warehouses, route orders to optimal warehouse locations for fast deliveries, allow retailers to offer in-store pickups at brick-and-mortar locations, and more.

03

Multichannel order processing

It is also important to consider sales channels and how OMS software can help manage order processing. Each channel requires its own processes and connects with backend systems differently. If omnichannel selling is an integral part of a business, retailers can benefit from an OMS that will provide stronger, more robust APIs to connect different sales channels.

04

Automation

In order to optimize workflows and eliminate manual processes, businesses need to embrace automation. The workflows of an OMS can automate order fulfillment processes to improve efficiency and minimize errors. From receiving, to processing, to picking, packing, and shipping, manual spreadsheets should become a thing of the past with modern OMS software.

5 Feature-Rich OMS Software Solutions for Enterprise Retailers

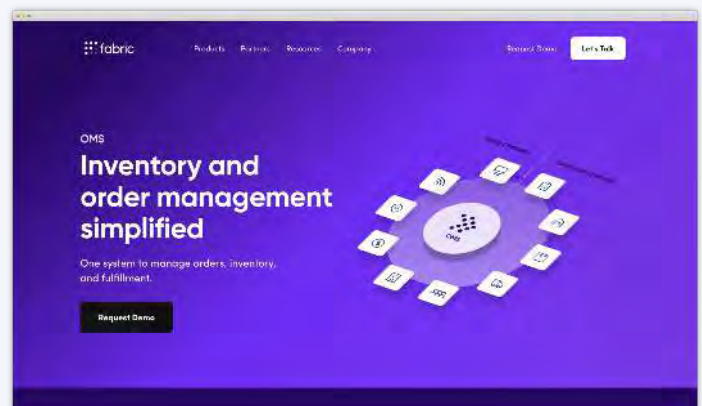
fabric OMS



[fabric OMS](#) is a distributed order management (DOM) system that is purpose-built for enterprise retail brands to help deliver superior fulfillment experiences to their customers. With new state-of-the-art, [multi-tenant cloud architecture](#) built on Amazon Web Services (AWS), fabric's modular and scalable order orchestration software has become more powerful, flexible, and cost-effective than ever before.

fabric OMS is built to support modern distributed commerce models, including buy online pickup in-store (BOPIS), ship-to-store (for store pick up or replenishment), and store fulfillment (as mini distribution centers). Not only does it provide enterprise-level inventory visibility with network aggregation, but teams can stand up and update order fulfillment logic without writing code, which reduces the strain on developer resources.

With fabric's order management solutions, retailers can consolidate their order lifecycle to a single interface from legacy systems, orchestrate new fulfillment experiences for customers, reduce out-of-stock rates, and free up engineering resources to focus on other business-critical tasks.



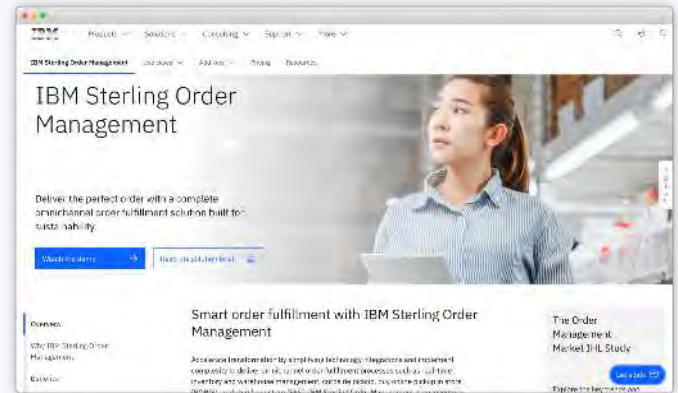
IBM Sterling



[IBM Sterling's](#) OMS is ideal for big businesses with sizable tech budgets and development teams. It's an [order management platform](#) that centralizes real-time visibility and control over inventory, orders, and fulfillment. Offered as cloud, hybrid cloud, or on-premises solutions, it's highly adaptable, though their [on-premises](#) option is the most widely used.

The comprehensive Standard Edition, while [expensive](#) for larger data centers, is highly configurable to match evolving business needs. It offers a [robust feature set](#) for multi-brand order management, inventory control, advanced sourcing, scheduling, and more. Users also benefit from a strong [partner network](#).

However, IBM Sterling lags in innovation and usability, making [product upgrades](#) [challenging](#) and often requiring substantial development team assistance. Implementation can be [costly](#), complex, and time-consuming, typically taking 4-5 months, positioning IBM Sterling in the mid-range among OMS solutions.



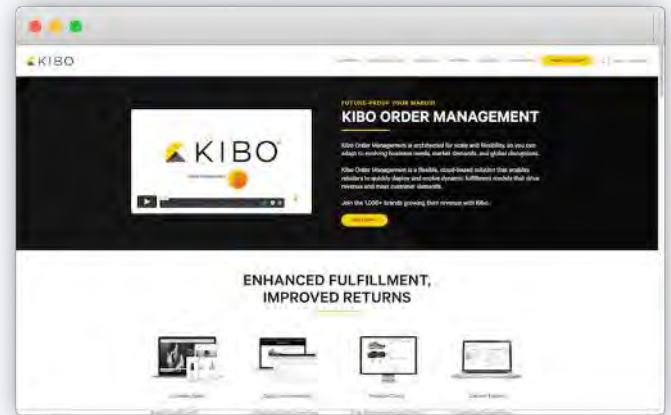
Kibo Order Management



[Kibo order management](#) is a modern platform for order management, inventory visibility, and fulfillment. It's recognized as a [Strong Performer by Forrester](#) and is especially suited for those prioritizing a commerce-centric approach to order management.

However, Kibo OMS is yet to mature in its distributed order management capabilities (such as fulfillment automation and inventory segmentation). These capabilities optimize supply aggregation and complex order fulfillment, reducing costs and boosting speed.

Concerns include [customer service](#) and cost-effectiveness. [Users have found](#) that reporting capabilities are very manual and pulling stats on a given metric is not easy. Kibo's growth via [acquisitions](#) hasn't all been smooth. They recently [sold their personalization business](#) to focus on core e-commerce and order management products.



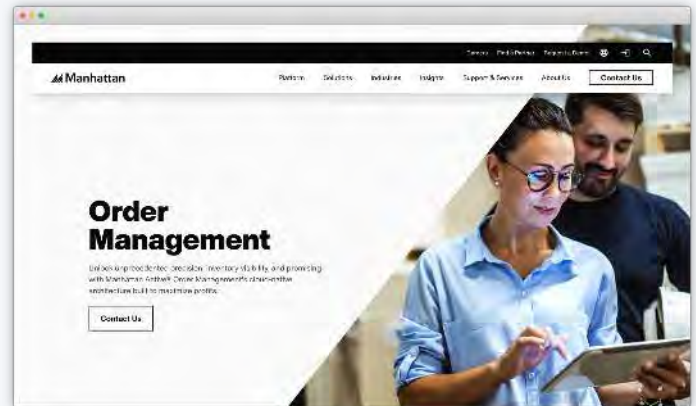
Manhattan Associates Active Omni Order Management

[Manhattan OMS](#) is hailed as “[the most comprehensive solution](#)” for enterprise retailers with complex needs and ample resources. Customers value its strong support and capabilities, though it comes at a [high cost](#).

The platform is feature-rich and backed by an array of [customer case studies](#) showcasing its reliability and capabilities. It also benefits from a robust partner ecosystem for enhanced integrations.

However, Manhattan's OMS may offer more than some businesses require. While modular, full functionality demands purchasing multiple modules and add-ons, substantially increasing the [total cost of ownership](#). [Lengthy implementation cycles](#) can also cause delays.

Moreover, Manhattan encourages using their [Professional Services group](#) for implementation and ongoing development, limiting third-party involvement. To sum up, Manhattan OMS is best suited for enterprise retailers with complex needs, a substantial tech budget, and a sizable development team.

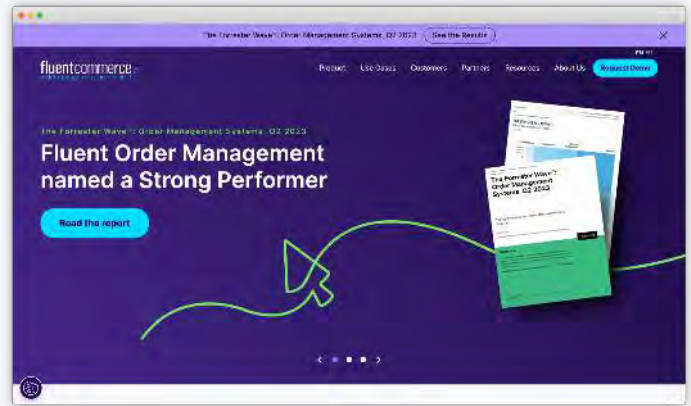


Fluent Commerce

[Fluent order management](#) provides advanced inventory and order management for digital channels and stores. It's a cloud-native platform with an API-first approach, allowing retailers to tailor business processes for managing fulfillment locations and networks.

The system meets customer expectations for fulfillment options while retaining unique business processes. Fluent offers accurate, nearly real-time inventory availability, order orchestration, fulfillment optimization, location management, in-store pick and pack, customer service, and reporting.

However, Fluent Commerce is a single-product company without a full e-commerce platform's support. Its [lack of modularity](#) is a drawback compared to [other platforms](#). Some crucial features [aren't available "out of the box,"](#) and the software can be [overwhelming and confusing](#) for businesses lacking dedicated resources or extensive technical expertise.



fabric OMS is an Enterprise-Ready Order Management System


[fabric OMS](#) is a powerful, API-first, cloud-native, and modular application that's purpose-built for enterprise retailers. If you're interested in learning more about fabric OMS or would like to schedule a demo of its latest features and functions, [get in touch with us here](#).

OMS

Inventory and order management simplified

One system to manage orders, inventory, and fulfillment.

[Try fabric OMS](#)



The diagram illustrates the fabric OMS architecture. At the center is a circular hub labeled 'OMS' with a grid of dots. Surrounding this hub are two concentric rings of icons representing different channels. The outer ring is labeled 'Sales Channels' and includes icons for a smartphone, a laptop, a person, a dollar sign, a storefront, a person with a shopping bag, and a person with a shopping cart. The inner ring is labeled 'Fulfillment Channels' and includes icons for a storefront, a person with a shopping bag, a person with a shopping cart, a person with a shopping bag, a person with a shopping cart, and a person with a shopping bag.

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