



fluentcommerce
order management. accelerated.



Control Tower

Key Benefits

Improve business decision-making with real-time visualization of commerce operations from one unified console.

Drive revenue growth by identifying order and fulfillment trends.

Enhance store efficiency by closely monitoring pick and pack SLAs, analyzing pickup completion metrics, assessing staffing needs, and examining workload trends across different stores and regions.

Accelerate problem resolution with proactive alerts and notifications.

Avoid or quickly fix order and supply problems with real-time monitoring and proactive alerts of stuck orders, short shipments and other fulfillment issues.

Minimize return expenses by leveraging real-time insights and trending data on product returns and their underlying reasons.

Reduce system downtime and delays with real-time monitoring and alerts of infrastructure, SaaS system performance, application health, and integration points.

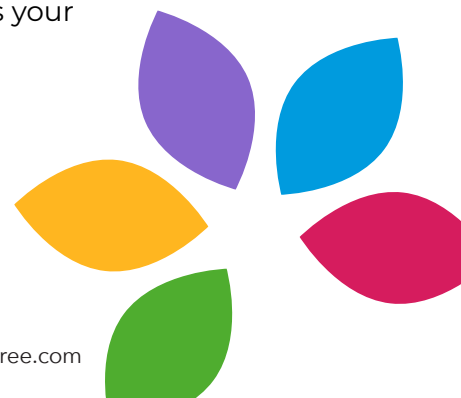
Introducing Control Tower for Fluent Commerce: A Solution That Transforms Order Management Data Into Actionable Insights

Powered by your KPIs and metrics, Control Tower offers integrated views of commerce, order management, and fulfillment. Delivered to you in real-time through user-friendly dashboards and graphical displays, the platform gives you the insights you need to exceed the ever-growing expectations of online shoppers - 69% of whom are less likely to purchase from a business again if a product arrives two days late.

With Control Tower you can quickly identify and investigate stuck orders, receive critical alerts on errors and trends as they arise, and gain deep insights into the overall health of your order management processes - from short shipments to fulfillment issues.

The Power of Data and Expertise at Your Fingertips

Our solution is built by experts who understand the unique challenges and needs of the commerce and fulfillment industries. You'll benefit from data-driven insights that can power your decisions and optimize operations across the board. Integrated with your entire commerce ecosystem, Control Tower ingests data from diverse sources and connects to the tools your team already uses.



Key Features

Built on decades of commerce experience, our dashboards and analytics provide unparalleled operational insights so that you can make data-driven decisions with confidence.



Real-time Monitoring

Continuous visibility into order fulfillment, inventory levels, shipment status, and overall eCommerce performance.



Customizable Dashboards

Tailored views for different user roles (regional managers, store managers, warehouse managers, etc.) to ensure relevant insights are easily accessible.



Performance Metrics

Track KPIs specific to eCommerce and fulfillment (e.g., order processing times, store fulfillment performance, returns) to identify bottlenecks and inefficiencies.



Proactive Alerts and Notifications

Proactive alerts for anomalies or potential issues, enabling swift corrective actions.



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Use Cases



Prevent Returns with Actionable Data

With return rates as high as 17% and costing retailers 21% of the purchase price, our solution offers insights into what is being returned and why, allowing you to prevent losses and improve customer satisfaction.



Understand Store Performance with Drill Down Capabilities

Optimize your BOPIS (Buy Online, Pick-up In Store) process. Our solution offers pick and pack Service Level Agreement (SLA) monitoring, store and regional reporting, pickup completion metrics, and insights into staffing demands and workload trends to help you overcome the challenges faced by 73% of retailers.

Why Pivotree?

As a Fluent Commerce Wave Champion partner, Pivotree has been instrumental in driving key Fluent Commerce implementations worldwide through well-established best-practices, standards, and processes. Our Global Support Team ensures the safety and security of the solution with 24/7 monitoring. System support is just a phone call away.



Take Control of Your Business Health with Intelligent Analytics

Discover how our advanced business information dashboards can help you gain the commerce, order management, and fulfillment insights you need for success.


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