



Fluent OMS and Pivotree Fulfill Omnichannel Shopping Experiences Faster



SCAN ME

Challenge

Are you struggling with a rigid order management system? Does your current solution restrict your ability to align your processes with your omni-channel strategy? Do you need better inventory visibility and control? Is your inability to adapt quickly to changing customer preferences and market needs causing you to fall behind the competition?

We have a solution to all these problems. Fluent Order Management provides the flexibility and depth of features you need to deliver an optimal customer experience. The solution is cloud-native, scalable and extensible. Additionally, the tool offers unmatched flexibility with configurable rules, processes, and UX capabilities that require no additional coding. This results in faster implementation, lower costs and the ability to quickly respond to changes in customer needs and expectations.




What's In It For The Client?

Built on MACH (Multiservices-based, API-first, Cloud-native, Headless) architecture, Fluent Commerce gives users real-time visibility of inventory, and opens up the opportunity to increase product availability for sales. Users can manage orders and returns across distribution centres, stores, and drop shippers.

Fluent is all about speed at scale. Predefined workflows and accelerators enable businesses to speed-up home delivery and click-and-collect processes, while pre-built connectors give out-of-the-box support for unique business processes, increasing flexibility for custom build applications. This, in turn, lends businesses the flexibility to configure custom processes without hampering upgrade capabilities.

Product Overview

Fluent OMS is an order management system that helps you organize, automate, and accelerate the complete sales journey – from purchasing and fulfilment to returns. The software-as-a-service (SaaS) offering gives you centralized control and visibility to manage orders across online and physical sales channels. As an order management system specially designed to tackle present-day disruptions, and also equip businesses with future-readiness, Fluent OMS operates in five critical areas:

-  **Product Availability:** reduce overselling and out-of-stock incidences.
-  **Order Orchestration:** Find the most profitable way to fulfill orders, while still meeting customer expectations.
-  **Advanced Sourcing:** Select from a score of criteria (including customer proximity, inventory status).
-  **Fluent Distributed Order Management:** With 360-degree control, you can manage location and control.
-  **Fluent Store:** Leverage the in-store app to customize your pick-and-pack strategy.

Fluent Enables Businesses To:

- ✓ Connect all applications associated with inventory, locations, and customer orders
- ✓ Leverage a record of stock availability across the supply chain
- ✓ Orchestrate orders and inventory across the enterprise to ensure optimal fulfilment
- ✓ Enable reduction in cost-to-serve, cancelled orders and out-of-stocks
- ✓ Increase in-cart conversions
- ✓ Drive faster delivery with seamless returns
- ✓ All this resulting in an improved customer experience

Key Benefits

- ✓ Track stock availability in near real-time and control what you have Available to Promise in each market
- ✓ Optimize sourcing and allocation to ship orders from the best location
- ✓ Easily customize business rules and processes to craft your own unique omnichannel fulfilment strategies
- ✓ Customize the UX to fit your business, adapt the product to your processes, and roll out changes faster and at lower cost
- ✓ Scale dynamically, Support 1 million+ SKUs, thousands of locations and 100mil+ inventory positions

The Fluent OMS Differentiator

An OMS Platform that is fully customizable to fit your omnichannel strategy, and is built for the demands of your business.



Flexible

With a highly scalable core platform and a variety of workflows that can be easily configured with zero downtime and no upgrades.



Fast

Seamless integration with rapid time to market and ROI.



Modern

Fluent is powered by the latest tech stack, that is responsive to market change and can keep pace with innovation.

Why Pivotree

Driving Frictionless Commerce With Supply Chain Expertise

With 200+ years of combined experience in the Order Management System space, Pivotree has been instrumental in driving key Fluent Commerce implementations worldwide. In fact, Pivotree has carried out more implementations than any other SI, and has a well-established set of best-practices, standards, and processes for seamless Fluent implementation.

As a leading implementation services provider and prime partner to Fluent Commerce, Pivotree offers multiple fast-start retail packages. With prebuilt processes and accelerators, these packages provide rapid time-to-value and enable implementations within 3 months from inception.



For more information on how you can get started, contact us:
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