



# Radial Order Management

Provide a differentiated customer buying experience by efficiently orchestrating orders across your extended enterprise

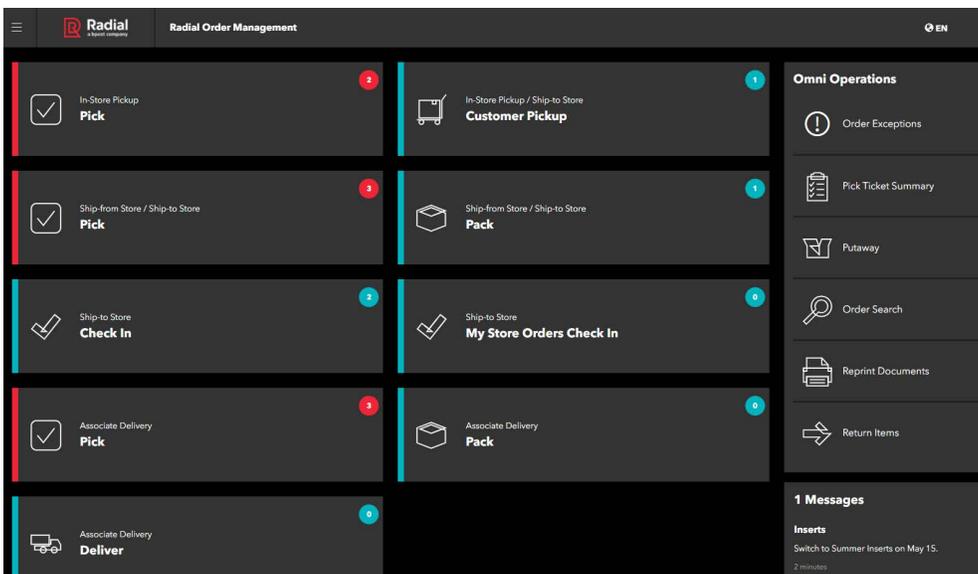
## Order Management Made Easy

Order management: Customer orders come in; shipments go out. What could be simpler?

But today's retailers know that order management has never been more complex. You need to orchestrate inventory, fulfillment, and data across a growing matrix of supply and demand channels - while still meeting customer promises, every time. And you must achieve those goals efficiently and cost-effectively.

That's why successful retailers rely on Radial Order Management. This best-in-class order management system (OMS) simplifies your most complex order-fulfillment scenarios with its robust sourcing engine and customizable workflows.

In fact, it's the only turnkey OMS optimized for retail and backed by two decades of fulfillment expertise incorporated into the solution. Using best-in-class technology and intuitive workflows, your orders will arrive on time and in the right place, developing your most valuable asset - customer loyalty.



## Benefits of Radial OMS

- Increase sales and improve inventory utilization
- Deliver a seamless customer experience
- Provide more accurate promise dates
- Maximize customer satisfaction and revenue
- Minimize shipping and expediting costs
- Quickly leverage new fulfillment strategies

## Global Order Management with Flexibility at its core:

- Easy, flexible setup
- Adjust rapidly to client and market changes
- Fulfill from any location
- Integrate to any front end
- Setup new stores in days
- Reconfigure Inventory sources in minutes
- Change routing real-time

## Fast to Launch, Future Ready

Radial Order Management is a software-as-a-service (SaaS) application, supporting micro-services that connect all demand to all supply. This unified platform supercharges order management with:

- **Order Orchestration** – Intelligent order routing; sourcing; fulfillment constraints and order splitting; preorder; backorder and exception management; order monitoring; returns management; remorse period holds; single order repository, and more
- **Enterprise Inventory** – Real-time visibility of global inventory; inventory allocation; in-transit visibility; available-to-promise; safety stock; and estimated delivery date across channels
- **Customer Care** – Order lookup; order history; order capture, modification and cancellation; appeasement; zero-cost reships; refunds and credits; case management; and returns management
- **Business Intelligence** – Comprehensive insights with multiple standard reports; sales-trend dashboard; ad hoc custom report builder; and automated report distribution

## Deliver the Perfect Order, Every Time

Order fulfillment continues to evolve, and it is growing more complicated. Customers now expect to interact with your business across multiple channels and expect it to be a seamless experience all the way through the fulfillment process. As the order is being fulfilled, the customer expects to be able to see updates for all lines of the order, even if it is coming from a 3rd party distributor.

If there are disruptions, the customer expects those to be resolved before it affects the promised delivery date for the item. And finally, if the customer changes their mind, they expect to return the item through a channel of their choosing. Radial helps you simplify the complexity of these processes by automating the execution and enabling you to meet customer demands, even as they continue to change.

## Built-in Visibility and Business Intelligence

Radial Order Management greatly improves inventory utilization by accessing inventory from any fulfillment location. It optimizes the brokering of order lines using flexible business process definitions to determine the best fulfillment location based on business rules you define to meet your enterprise business goals.

The solution gives customer care agents a consolidated view of orders as well as visibility into customer interactions and order details, enabling them to deliver the highest levels of customer service.

Built-in business intelligence gives you new insights into customer interactions and business performance. Advanced analytics provide forecasting and predictive reports for actionable intelligence and informed business decisions.

## Industry Recognition for Radial Order Management

“With its sophisticated technology platform, advanced analytics, strong customer value proposition, and comprehensive roadmap and vision, Radial is well-positioned to expand its market share in the global Omnichannel OMS market”.

*Quadrant Knowledge Solutions  
SPARK Matrix: Omnichannel Order Management Systems (OMS), 2021*



“Radial has been a key enabler of our success. Their SaaS technology and customer service capabilities allowed us to launch a successful and scalable digital business.”

*Bill Quinn  
Vice President of Digital Commerce,  
Hibbett Sports*