

OVERVIEW

Island Pacific provides one order management system for B2B and B2C customers. Island Pacific SmartOrder is a software solution that streamlines your order management process by bringing all your sales channels together in one integrated system.

Are you a retailer who is looking to grow their retail presence through wholesale partners or via a franchise partner network? Island Pacific SmartOrder is a highly configurable solution with an extendable and customizable architecture which means it can be easily scaled up to meet with the changing demands within retail and manage orders across any number of sales channels.

Island Pacific SmartOrder has all the tools for managing your orders for your increasing global franchise and wholesale partner network or any other Business 2 Business activity.

Produce price lists by customer and type, customer discounts assign allocation priority and assign credit limits. Island Pacific SmartOrder provides a full audit of the order from beginning to fulfilment, automates communications, giving customers and staff full visibility of order statuses.

Additionally, choose to invest in Island Pacific SmartWeb Customer Portal which Provides a customer portal to access and collaborate. Shorten the order cycle, improve communications and reduce errors. We can provide all the tools for all your wholesale and franchise customer communication to be managed from one central location online. Including the ability to browse catalog's, purchase products and view all order history.

To find out more, or for a product demonstration, contact us today.

The fashion and footwear retailer implemented multiple management systems to improve fulfillment and inventory control chainwide. When you operate stand-alone stores, franchises, and store-within-a-store models in areas such as the United Kingdom, Holland, Denmark, the Middle East, Russia, Czech Republic, and Poland, inventory control and planning can become huge issues. Such was the case for The Dune Group, a \$260 million fashion and footwear retailer including Dune, Bertie, and Pied a Terre shops, that is expanding rapidly worldwide. The retailer needed visibility into the supply chain and the ability to get merchandise to the customer regardless of the channel being used.

“ In the direct e-commerce area, we are able to pick and pack much more quickly, allowing us to get the merchandise out to the customer quickly and efficiently. ”

Allows the fashion retailer to fill more orders per day than previously, which is essential as the e-commerce platform continues to grow at a double-digit pace. Along the same line, the direct shipping to wholesale distributors is realizing the same type of returns. The capacity has increased, accuracy has increased, and the inventory levels are more visible.

- The Dune Group

BENEFITS

- **Improved Customer Care**, access order history and order details at the click of a button in order to manage queries and customer issues before they escalate.
- **Improve Order management processes** with a holistic view of all order activity across all channel down to the transaction level detail allowing retailers to focus and improve on key areas to increase operational efficiency.
- **Flexible integration options**, integrate seamlessly with third party applications or other Island Pacific SmartSuite modules to manage cross channel operations effectively. You can decide if you want Island Pacific SmartOrder to work with your existing eCommerce or warehouse provider or CRM system.
- **Meet your customer expectations**, keeping customers informed so you can deliver on your promise to the customer.
- **Streamline Processes**, improve product availability by managing stock seamlessly between channels.

Island Pacific SmartOrder includes the modules on the right, available separately or as an integrated solution:

Order Management

Order Tracking

Customer Service

Web Orders

Call Center & Mail Order

International Partners

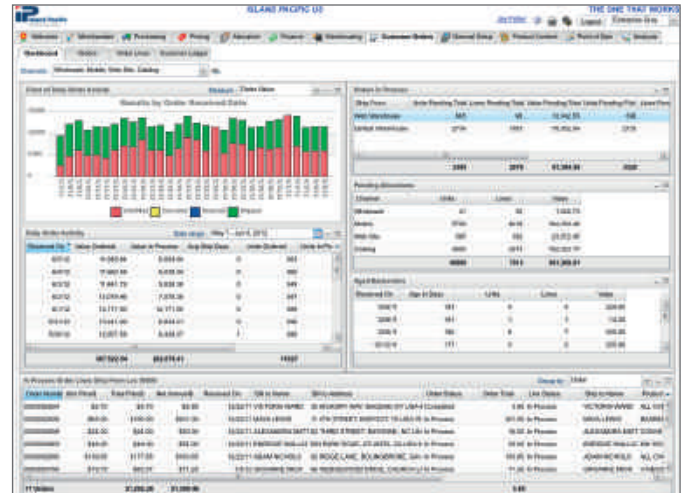
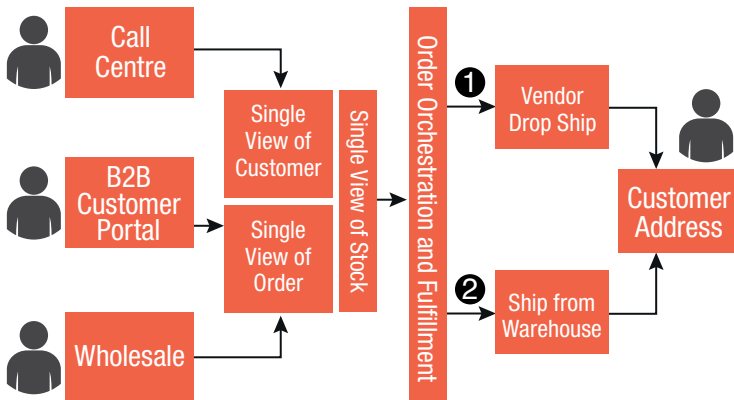
Wholesale, Franchise, Concessions



SmartOrder for B2B

Smarter Solutions for Global Multichannel retailers

B2B CUSTOMER ORDER JOURNEY



FEATURES

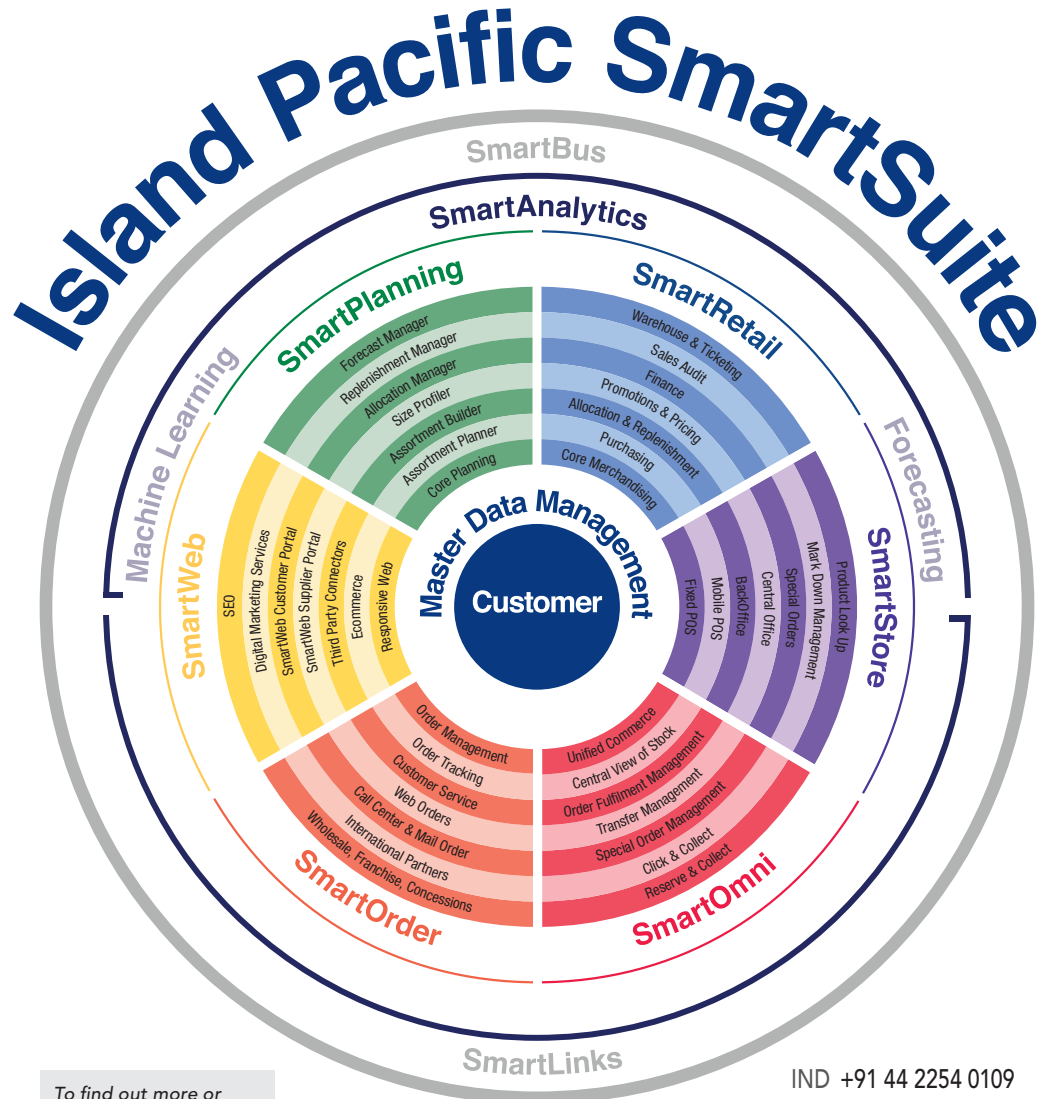
Customer management, Catalogs and prices by individual customer or type, customer discounts, allocation priority and assign credit limits.

Order Management, extensive functionality for managing orders across all sales channels for B2B and B2C including eCommerce, mail order, call center, wholesale & franchisee orders.

Customer Service Support, Reserve stock, manage telephone orders, track customer history, automate customer communications and issue management.

Marketing management, enhance marketing operations, capture customer data across all channels e.g. purchase history and key demographics.

Contact Management, automate customer contact to ensure that the customer is kept fully informed of all activity.



To find out more or request a demo please contact us on:

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