

OVERVIEW

Island Pacific provides one order management system for B2C and B2B customers.

A key element of excellent customer service is ensuring that customer orders are completed in a timely and efficient manner.

Regardless of the method in which you take the order whether it comes through over the phone, by mail in store or online. It is crucial that the customer receives their goods on time and in the location of their choice. Island Pacific SmartOrder is a software solution that streamlines your order management process by bringing all your sales channels together in one integrated system.

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 provides a full audit of the order from beginning to fulfilment automates communications, giving customers and staff full visibility of order statuses. Choose to incorporate Island Pacific SmartStore and SmartOmni for additional visibility instore for Special Orders, Reserve and Collect.

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

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

“ In the past six weeks, we moved 800,000 units for the fall and winter lines through the same warehouses that could only handle 400,000 units in the same amount of time a year ago. Doubling the efficiency of the warehouse has resulted in significant labor savings, but it has also allowed the company to get the inventory to the stores much more quickly. ”

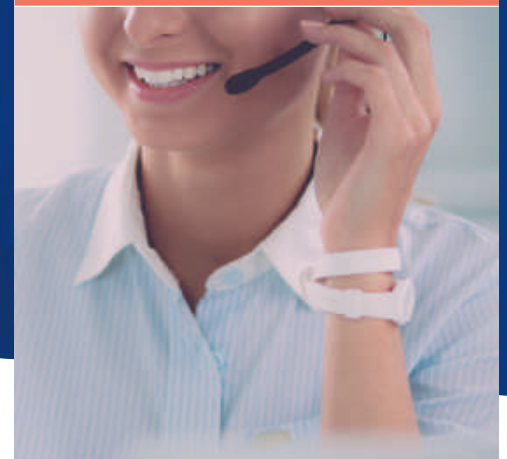
- The Dune Group

The adoption of the Island Pacific solution has offered a number of measurable benefits, demonstrating return on investment. These include:

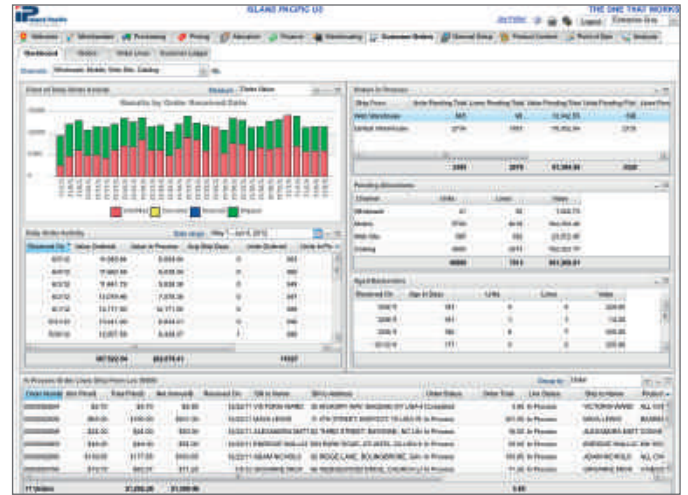
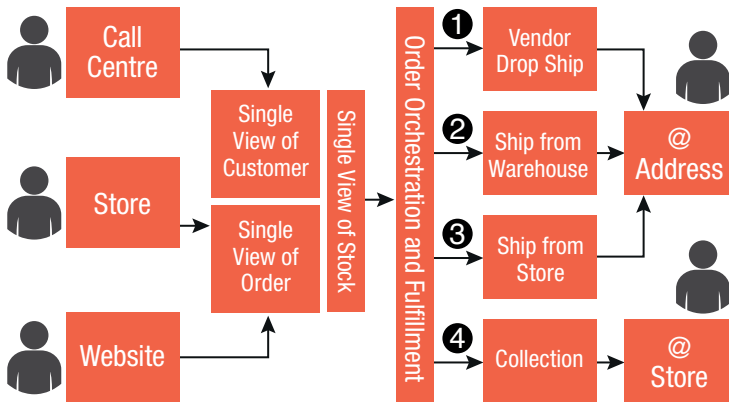
10-15% cost reduction. This includes savings in outsourcing, management, order processing, stock holding and fulfilment.

More efficient order management: The solution provides complete visibility of stock holding and sales. It communicates stock and product information instantly to online customers, and enhances the company's warehousing and fulfilment capabilities.

- David Oakley, Hamleys, Head of IT



B2C CUSTOMER ORDER JOURNEY



FEATURES

Order Management, extensive functionality for managing orders across all sales channels for B2C and B2B 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.

