

Island Pacific SmartOrder



Overview

A key element of excellent retail service is ensuring that customer orders are completed in a timely and efficient manner. When you are dealing with consumers in store, online, over the phone, or by mail – or dealing with B2B orders in a wholesale or franchise environment, it is crucial that your customer receives their goods on time and in the right location. Island Pacific SmartOrder is a software solution that streamlines order management 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. This means it can be easily scaled up or down to meet with the changing demands within retail and manage orders across any number of sales channels.

Capture customer data for marketing purposes, automate communications and give customers full visibility of their order. By incorporating Island Pacific SmartStore and Island Pacific SmartOmni, allows users access to a fully integrated solution that not only gives visibility and control over order management, but all multi-channel activity in the business. For a demo, or to learn more, contact us today.

SmartOrder

Order Management

Order Tracking

Customer Service

Web Orders

Call Center & Mail Order

International Partners

Wholesale, Franchise, Concessions

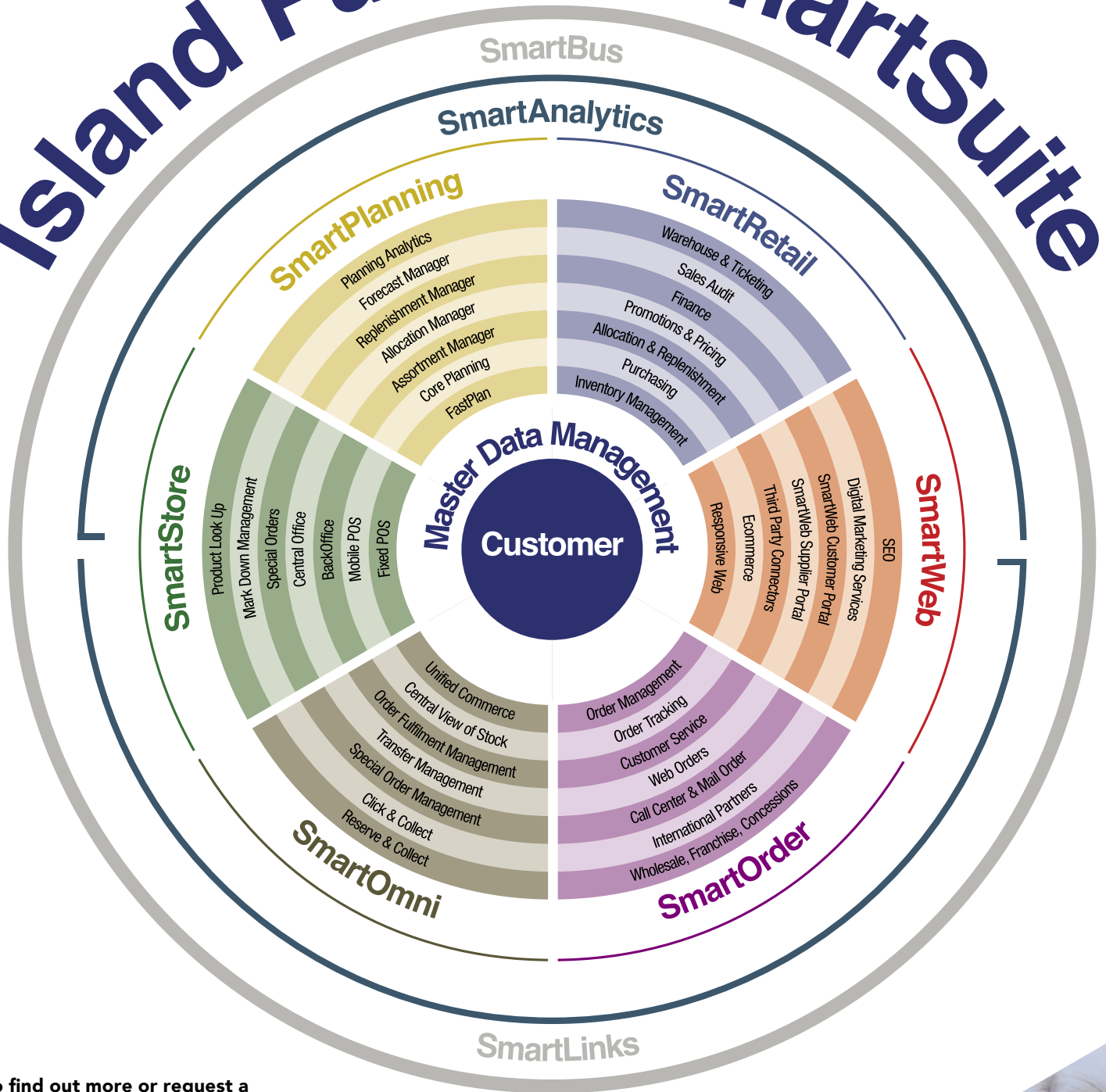
Benefits

- ▼ **Scalable:** Island Pacific SmartOrder can be scaled up or down to meet the demands of your business
- ▼ **Streamline orders:** Improve product availability by managing and transferring stock seamlessly between channels
- ▼ **Fully integrated:** Integrate with other Island Pacific solutions or third party systems, so cross-channel operations can be managed from a single location
- ▼ **Guarantee stock availability:** Keep customers informed by immediately accessing stock metrics so they know if the item they want is available to purchase
- ▼ **Improved customer care:** Customer service representatives can access order history at the click of a button, managing queries and customer issues, before they escalate
- ▼ **Improve processes:** With a holistic view of orders across all channels, you can analyze performance and identify potential cost-saving improvements

Features

- ▼ **Order management:** Manage orders across all sales channels; E-commerce, catalog, call centre, wholesale, franchisees and more
- ▼ **Customer support:** Reserve stock, manage telephone orders, track customer history and even automate customer email notifications and issue management
- ▼ **Marketing management:** Enhance marketing operations, capturing 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

Island Pacific SmartSuite



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

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