

# OMS+ Cross-Channel Order Management

Aggregate. Automate. Present.

OMS+ Solution Brief | Public

SAP Endorsed App  
Premium Certified



# Transform Sales

In today's rapidly changing world, disruption is affecting every industry – sales and distribution processes are no exception. Businesses focused on implementing innovative order management solutions that deliver the best customer experience will position themselves for competitive success in this evolving business environment.

OMS+ is a SAP certified solution built on SAP Business Technology Platform. Our solution maximizes the power and flexibility of SAP ERP; S/4 HANA Enterprise Cloud, S/4 On Premise, and S/4 HANA Cloud Private Edition. By offering a fluid, intuitive user interface (UI) for an organization's sales order management system, OMS+ delivers the modern interface that employees have come to expect. The solution addresses the challenges of complex business models and sales process and builds the foundation for a true, unified commerce strategy.

- **Aggregate** SAP data in an innovative application
- **Automate** SAP processes to improve customer satisfaction
- **Present** SAP data effectively to increase sales

## Transform Sales

### Sales Agility

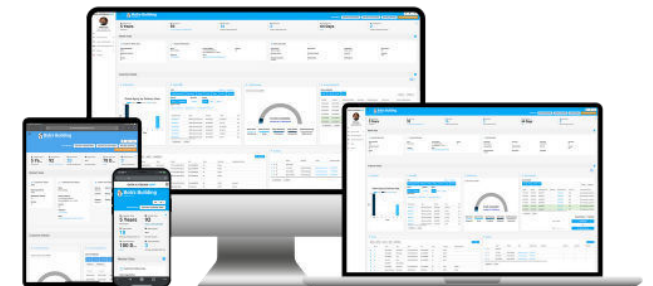
### Simplify the Sales Order Process

### Speed Time-to-Value

### Reduce Costs

### Maximize ROI

### Summary



# Sales Agility

OMS+ is designed to run on traditional terminals, tablets, and smart phones to provide organizations with one seamless interface. Sales Associates can easily see inventory levels in real time, at any location. Inventory can automatically be transferred or reallocated based on customers' needs.

Expedite orders swiftly with an intuitive user experience. Materials can be searched by customer history, attributes, identification numbers and description. Quickly adapt to changing markets and demand. Add complementary products & services quickly. Quickly change and enable new business processes.

- **Sell** from anywhere on any device
- **Adapt** and scale quickly and efficiently
- **Streamline** process improvement
- **Improve** visibility to end-to-end sales processes
- **Execute** highly complex order scenarios without any SAP training

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**Sales Agility**

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# Simplify the Sales Order Process

**OMS+ is built around the critical role of the customer service representative and is designed to simplify customer engagement on any device, in all selling scenarios. It automates the sales process, eliminating common data synchronization issues.**

OMS+ offers advanced hardware integrations, giving organizations the flexibility to implement customer payment processing functions. With integration points available, OMS+ can leverage the most advanced payment technologies, the solution supports advanced tendering functions, including split tender, refunds, and returns.

OMS+ capabilities also provide advanced delivery functions for partial payments, partial deliveries, split deliveries, split delivery lines, and direct-to-customer deliveries – all from one simple and responsive user interface.

- **Easily navigate the user-friendly UI**
- **Innovative and unified interface**
- **Focus on building the customer relationship instead of focusing on how to use the system**

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Sales Agility

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**OMS+ helps to simplify existing & new SAP sales processes, directly overlaying a company's SAP SD configuration.**



# Speed Time-to-Value

Created with the evolving needs of businesses in mind, the solution can easily be adapted to new customer behaviors, using configuration tools that not only enable a streamlined user experience, but also help businesses quickly adapt their processes, realize new objectives, and rapidly pivot to respond to changing market conditions.

OMS+ leverages SAP's database and all SAP processes, so users can interact with the most accurate and current order and availability data. With data available in real time, users will no longer experience lags due to complicated integration and data transfer processes.

Companies using the solution have experienced a **96% reduction** in training time for new employees, from an average of two months to just a week

**OMS+ delivers an embedded Cross-Channel Order Management Solution without tedious integration.**

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# Reduce Costs

OMS+ significantly reduces the need to employ complicated and time-consuming change management processes for customers migrating from SAP ECC to SAP S/4HANA. It can be deployed to any existing SAP ECC system and is easily adapted to SAP S/4HANA with little or no change to user interactions, making the transition seamless.

OMS+ provides one order fulfillment platform for your entire organization, significantly reducing your infrastructure and data support requirements in turn, improving inventory management.

- **Increase** accuracy
- **Reduce** order processing time
- **Reduce** service costs
- **Reduce** closing time

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**OMS+ utilizes a unified commerce strategy, while addressing the challenges of complex business models and sales processes to significantly reduce manual and costly waste.**

# Maximize ROI

**With OMS+, you have a simple point of truth solution that eliminates the need for integration between the point of sale/order management system and Removes common data synchronization issues with the backend ERP system. By eliminating manual processes and paperwork, businesses can increase productivity while reducing processing time.**

- Augment sales with the ability to easily track and follow up on sales opportunities
- Enhance efficiency with an advanced material search that enables the right items to be found faster and more easily
- Improve inventory visibility
- Simplify non-stock sourcing
- Increase customer visibility, enabling sales associates to gain the insights they need to improve service
- Aggregate of customer information in one 360-degree view
- Cross sell and up sell products

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Summary

**“We have calculated our ROI on the DataXstream subscription to be around 7 days. With the savings from DataXstream, I will be funding my business acquisitions and expansion plans for the next year without any capital from the board.” CIO, Enterprise Wholesale Customer**

# DATASTREAM

## Summary

OMS+ automates the sales order process, increasing accuracy and reducing order processing time. The solution reduces customer service costs and increases profitability. With OMS+, customer service representatives can process sales transactions faster and with fewer errors.

## Benefit

- Automate sales to focus on better customer outcomes
- Reduce sales cycle times for successful customer engagement
- Reduce time-to-money
- Improve sales process agility and flexibility
- Reduce sales system TCO and training time

## Solution

OMS+ is a cross-channel order management solution that extends SAP Sales and Distribution (SD) for streamlined sales operations. Support sales processes across multiple channels on any device with OMS+. Complete complex sales – Whether in person, via a call center, or on any mobile device – with ease. Enable customer service representatives to drive the sales order entry process with the flexibility they need to adjust transactions in real time. Ultimately, with OMS+, team members can focus on what matters most: the customer.

## Objectives

- Optimize sale processes and transactions with a flexible and intuitive user interface that reduces interaction cycle times
- Leverage a best-in-class user experience to apply the power of SAP Sales and Distribution (SD) business processes
- Transact in real time with the most accurate customer and material availability information



# DATASTREAM

Learn more at:

[www.datastream.com](http://www.datastream.com)

To find out more, call your SAP representative today or visit us online at the SAP Store.

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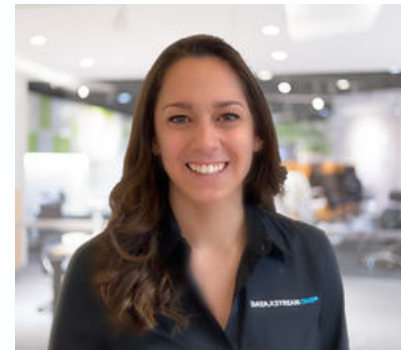


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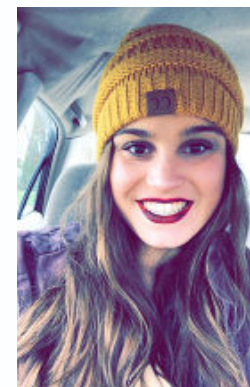


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