IBM Sterling Order Management

Deliver optimal customer experiences with a complete omnichannel order fulfillment platform

With customizable rules, real-time inventory visibility, and dynamic fulfillment, you'll feel confident to seamlessly take orders, say 'yes' more often, and present a committed delivery promise.

Featured highlights

Inventory visibility
Provides a single, scalable, real-time view of inventory and demand across data sources, including insights into global inventory ATP, inventory thresholds, and supply-demand matching.

Optimized order sourcing
Analyzes and simulates orders and business scenarios to identify the best sourcing decisions to balance and improve capacity.

Physical location experience
Offers in-store product and inventory search, in-store fulfillment flexibility (BOPIS, SFS, STS), line-busting, and omnichannel return capabilities.

Artificial Intelligence-infused execution
Optimizes fulfillment execution and inventory levels, improves cost-to-serve, and balances fulfillment operations with state-of-the-art machine learning capabilities.

Order orchestration
Offers configurable, automated order workflows and a unified dashboard where users can modify, cancel, track, and monitor orders in real-time across channels and the business.

Configure, price and quote
Provides online capabilities for customers or sales to select, configure, price, and order complex products and solutions. The solution can also automate pricing and approval processes.

Reverse logistics
Manages returns dispositioning, accepts cross-channel returns, and provides visibility into return order status – all to optimize inventory and customer satisfaction while increasing value.

Supplier collaboration
Manages and monitors inbound purchase orders, links inbound orders with inventory supply and availability, and sets and receives alerts on inbound inventory and events.

Optimized for today, prepared for tomorrow

Sterling Order Management helps transform businesses with an advanced order management platform that provides centralized, real-time visibility into, and management of, inventory, orders, and fulfillment across the network.

The solution augments existing systems to meet the demands of connected commerce. Sterling Order Management is offered as cloud, hybrid cloud, or on-premises (containers or traditional) solution models to enable flexible integration and accelerate your digital transformation.
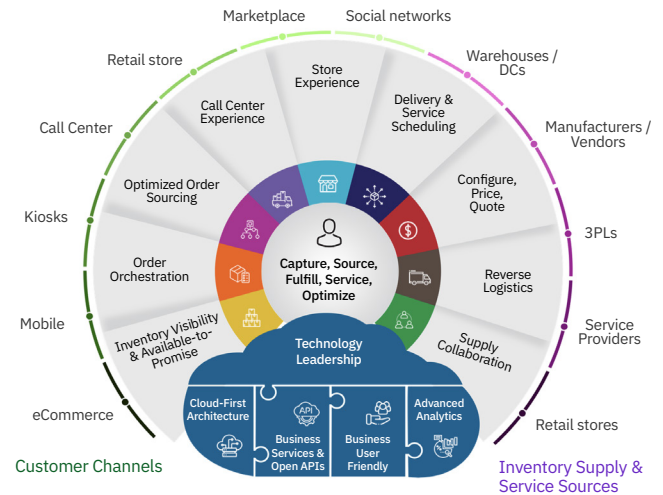
Make and keep more customer promises

Accelerate digital transformation
Simplify your digital transformation by creating a streamlined and modern sales, order, and delivery management platform.

Build a loyal customer base
Elevate the customer experience by providing your team and customers with real-time visibility into orders, inventory, and fulfillment. Serve customers in the channel they prefer and ensure you provide a frictionless customer experience.

Maximize opportunity
Empower your sales and customer service teams with the capabilities they need to convert every selling and service interaction into an opportunity to expand the order and satisfy customers.

Reduce costs
Make more informed and cost-conscious decisions based on real-time visibility into inventory and delivery data. Predict and meet demand surges and fluctuations; avoid costs associated with over-promising such as rush delivery charges; and optimize inventory carrying and delivery costs.

Explore the IBM Sterling Order Management demo →

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