Transform Sales | Sales Agility | Reduce Cost | Increase Revenue | Technical Data

DATAXSTREAM

Introduction to OMS+

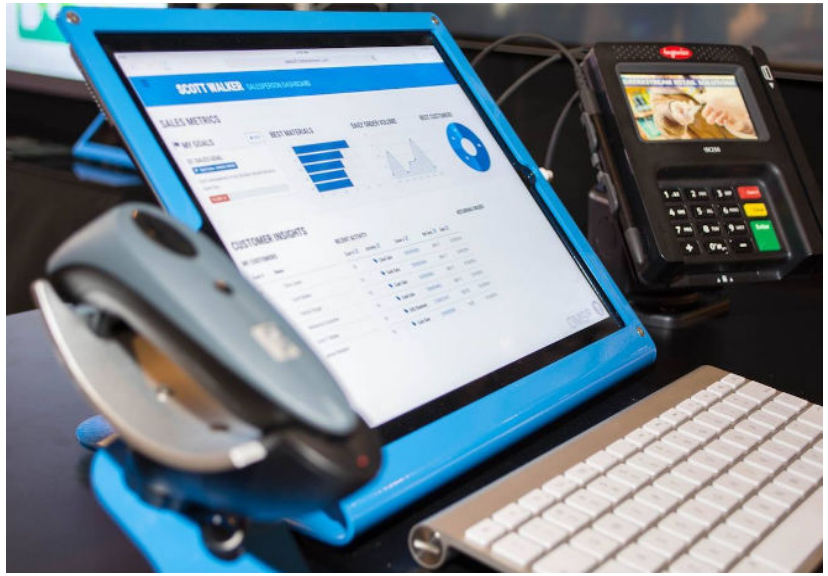
Cross-channel Order Management Solution

Transform Sales

OMS+ transforms call center, mobile and counter sales allowing Customer Service Representatives to sell from anywhere on any device.

DataXstream's OMS+ is designed for customer assisted sales:

- Call Center Sales
- Mobile Sales
- Counter Sales



OMS+ is designed around the premise that business is always changing & adapting.

Sales Agility

Provide Customer Service Representatives with the agility to meet the customers needs.

- 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. Products can be searched by customer history, attributes, identification numbers and description.

OMS+ enables you to:

Sell from anywhere on any device

Adapt and scale quickly and efficiently

Streamline process improvement

Improve visibility to end-to-end sales processes

Reduce Costs

OMS+ reduces costs of ownership.

- OMS+ provides one order fulfillment platform for your entire organization, significantly reducing your infrastructure and data support requirements.
- Avoid costly integration and maintenance.
- Interact in real time to avoid end of day reconciliation and improve inventory management.
- New employee training can be achieved in less than a week.

With OMS+ you can:

Reduce on-boarding time

Lower change management costs

Reduce inventory storage costs

Reduce end of day closing time

Fewer order mistakes

Increase Revenue

OMS+ was designed to improve end to end order processing.

Customers report results in increased revenue:

- Increased order input speed and accuracy,
- Increased customer satisfaction.
- Reduction in non-stock inventory while increasing sales
- Reduction in in-stock inventory while increasing sales

OMS+ drastically reduces the training time and resources needed to introduce a new user to a company's SAP system, reducing organizations time-to-money.

With OMS+ customers report:

Optimized upsell and cross-sell activities

Increased average order size

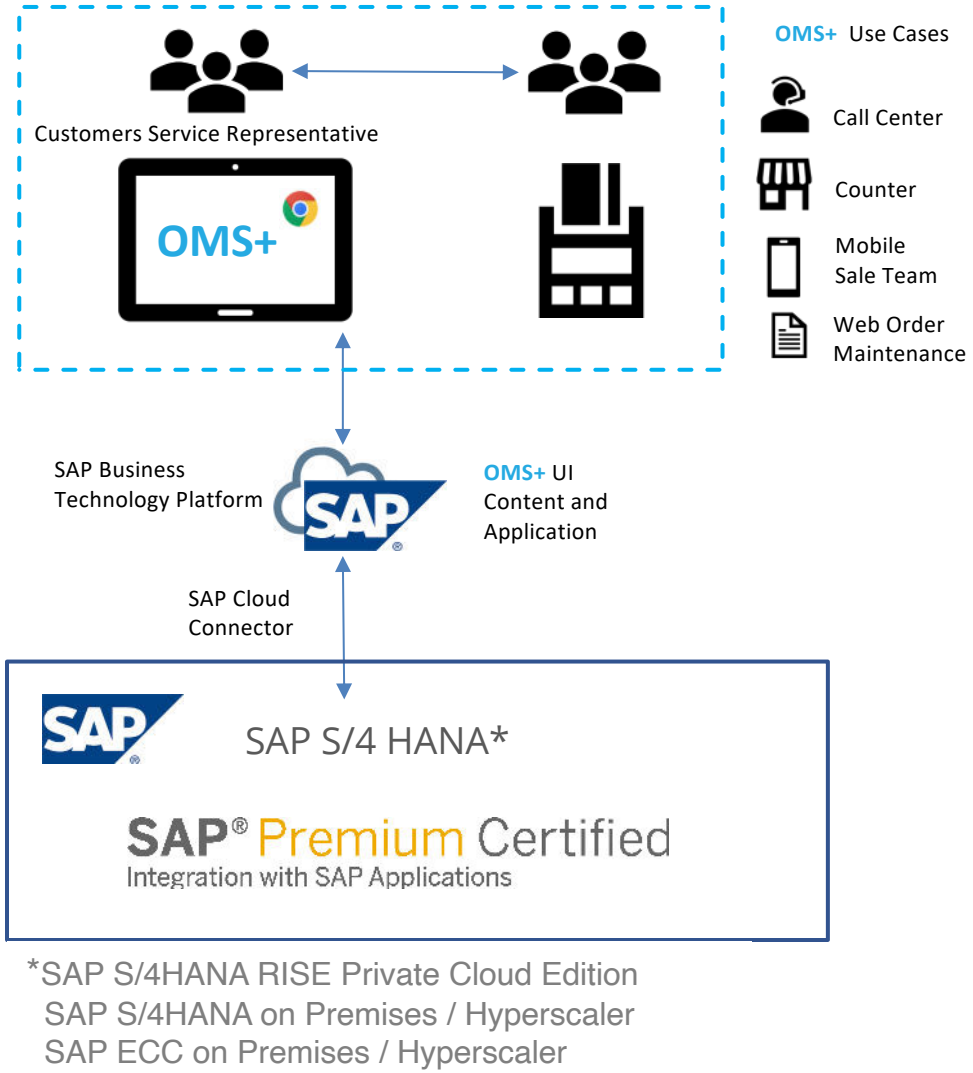
360º view of the customer purchase history, volume, discounts delivery locations and more

Technical Data

OMS+ is part of the software stack, no integration is needed. Your current in-house SAP SD resources should be sufficient to support OMS+.

OMS+ can be implemented on an existing SAP ECC system and easily adapted to S/4 HANA :

- with little or no change to the user's view
- enabling a seamless transition
- reducing change management requirements



DATAXSTREAMOMS+

Summary

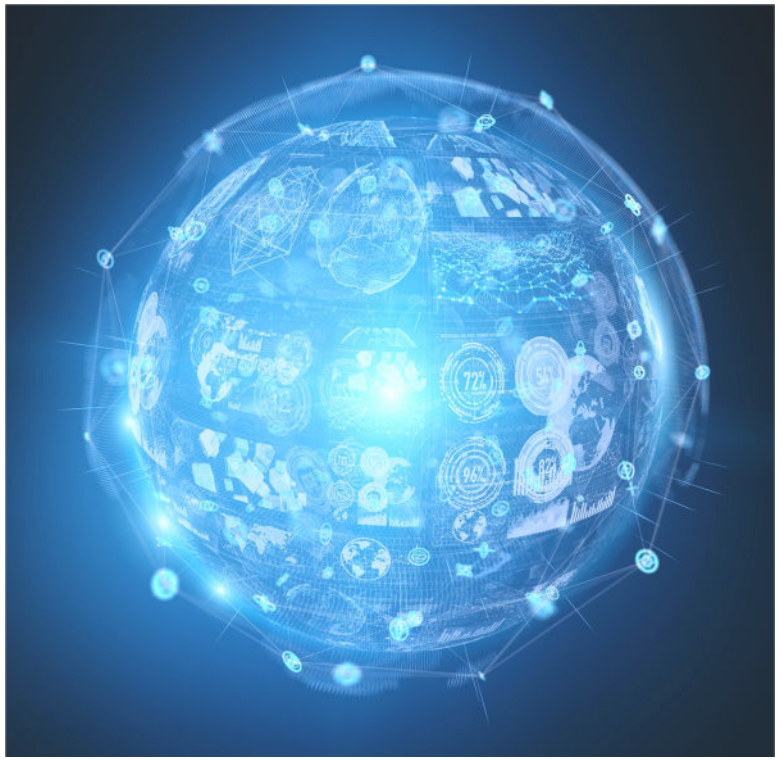
OMS+ by DataXstream, provides sales organizations a simple user interface for SAP allowing users to assist customers from one central operating location.

OMS+ helps simplify existing and new SAP sales processes. It directly overlays a company's SAP SD configuration.

Customer Service Representatives have access to 360º customer view and real time data.

With your OMS+ investment you will:

- Achieve Sales Agility
- Reduce Costs
- Increase Revenue



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Introduction to OMS+

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