Order management: Customer orders come in; shipments go out. What could be simpler? But today’s retailers know that order management has never been more complex. You need to orchestrate inventory, operations and data across a growing matrix of supply and demand channels. You have to keep customers happy at every touch point, every time. And you must achieve those goals efficiently and cost-effectively. That’s why successful retailers rely on Radial Order Management. This best in class order management system (OMS) simplifies your most complex order-fulfillment scenarios with it’s intuitive user interface and customizable workflows. In fact, it’s the only turnkey OMS optimized for retail and backed by two decades of eCommerce best practices.

**Fast to Launch, Future Ready**

Radial Order Management is a multitenant, software-as-a-service (SaaS) application that connects all demand to all supply. This unified platform supercharges omnichannel with:

- **Distributed order management** – Intelligent order routing, sourcing, brokering and order splitting, preorder, backorder and exception management, payment, reauthorization, settlement and refund, return settings, remorse period holds, and more
- **Enterprise inventory availability** – Real-time visibility of global inventory, inventory allocation, in-transit inventory, available to promise, safety stock and estimated delivery date across channels
- **Store fulfillment** – In-store pickup, ship from store, ship to store, associate delivery, buy online, pick up at curbside, and buy online, return in store
- **Customer care** – Order lookup, history, capture, modification and cancellation, appeasement, zero-cost reships, optimized shipping methods, refunds and credits, case management and returns management
- **Predictive and prescriptive business intelligence** – Comprehensive insights with 16 standard reports, a sales-trend dashboard, an ad hoc custom report builder and automated report distribution

**2019 Results**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>In sales processed</td>
<td>$11B</td>
</tr>
<tr>
<td>In store-fulfilled sales</td>
<td>$1.5B</td>
</tr>
<tr>
<td>Store-fulfilled orders</td>
<td>&gt;24M</td>
</tr>
<tr>
<td>Store-fulfilled units</td>
<td>&gt;40M</td>
</tr>
<tr>
<td>Stores enabled</td>
<td>8.6K</td>
</tr>
<tr>
<td>Countries served</td>
<td>&gt;35</td>
</tr>
</tbody>
</table>
Built-in Visibility and Business Intelligence

Radial Order Management empowers you to expose inventory from any fulfillment location. It equips you to manage the brokering of order lines to the best fulfillment location based on business rules you define and set.

The solution’s store fulfillment capabilities enable you to fulfill eCommerce orders direct from your stores. And with our ship method optimization, you can reduce and even eliminate carrier costs for shipping from fulfillment centers.

What’s more, Radial Order Management optimizes your workforce by leveraging employee “down time” to pick, pack and ship customer orders from stores. Plus, the solution gives customer care agents visibility into customer interactions and order details. So they can deliver the highest levels of customer service.

Built-in business intelligence gives you new insights into customer interactions and business performance. Advanced analytics provide forecasting and predictive reports for actionable intelligence and informed business decisions.

“Radial has been a key enabler of our success. Their SaaS technology and customer service capabilities allowed us to launch a successful and scalable digital business.”

Bill Quinn
Vice President of Digital Commerce, Hibbett Sports

State-of-the-Art Technology, Simplified Support

Radial Order Management is built on the latest technologies. Its micro-services architecture allows for fast, focused and cost-efficient updates to core product areas. It also leverages real-time data exchange to facilitate up-to-date inventory, order, order history and order events views.

And because it’s a multi-tenant SaaS solution, costly and time-consuming upgrades are a thing of the past. In fact, you benefit from quarterly feature and function updates at no charge.

Ultimately, Radial Order Management empowers you to master the complexities of connecting multiple demand and supply channels. You gain the capabilities you need to:

- Expose inventory across your entire retail network in a single complete view
- Mitigate out-of-stock scenarios
- Reduce markdowns and raise margins
- Eliminate overselling
- Decrease shipping costs
- Manage demand across order channels through real-time inventory visibility
- Optimize customer satisfaction and loyalty
- Increase sales while sustaining profitability

Industry Recognition for Radial Order Management

“Radial’s Order Management delivers on all 20 Gartner-defined [distributed order management] functions. Radial Order Management is a multi-tenant SaaS application that combines DOM, enterprise inventory, store fulfillment, customer service tools and business intelligence in a single unified platform.”

“Market Guide for Retail Distributed Order Management Systems,” Gartner, August 2018

“Combining Radial Order Management with fulfillment options mixed with the established dropship network has the opportunity to really give Radial Order Management users an exceptionally valuable toolkit all in one place.”

“IDC MarketScape: Worldwide Distributed Order Orchestration for Enterprise Retailers 2018 Vendor Assessment,” IDC, July 2018