IBM **Sterling**

# IBM Sterling®
# Order Management &
# Adobe Commerce

## Welcome, connected commerce

When two world-class systems come together into one unified commerce solution, you are almost guaranteed to provide exceptional customer experiences. Expect direct and enterprise-ready streamlined orchestration – across eCommerce and fulfillment.

IBM Sterling Order Management is built to integrate multiple business-critical systems effortlessly to provide a connected digital experience to the customer. And with connectors that enable a powerful integration to Adobe Commerce, you'll have the power to amplify your customer's omnichannel experience.

Create engaging experiences that better manage orders and meet customer expectations, all in real time. Instantly mitigate order fulfillment issues or customer experience disruptions to drive greater online conversions by providing more fulfillment options.

## Adobe Commerce:
## Commerce without limits

Adobe is the market leader in eCommerce solutions[1] and is redefining commerce possibilities for businesses by empowering outstanding shopping experiences through rapid modular innovations.

**Ease of deployment**
Employ out-of-the box functionality, enterprise performance and scalability.

**Dynamic rule-based product relationships**
Automate rules to effortlessly present product suggestions to increase sales and average order values.

**Engaging, shoppable experiences**
Implement instant purchase and create personalized shopping experiences to boost conversion rates.

## Sterling Order Management:
## Deliver on promises

Sterling Order Management is a leading order management provider, dominating in capabilities, strategy and market share.[2]

**Inventory visibility**
Enable a single, scalable, real-time view of inventory and demand across data sources, including insights into available-to-promise inventory, inventory thresholds, and supply-demand matching.

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

**Multiple location experience**
Improve store experience with in-store product and inventory search, in-store fulfillment flexibility (BOPIS, SFS, STS), line-busting, and omnichannel return capabilities.

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## Connecting Sterling Order Management and Adobe Commerce

The Sterling Order Management and Adobe Commerce adapter allows you to quickly and seamlessly connect the two systems to simplify order orchestration, provide visibility to inventory availability, and easily extend to add custom order attributes.

### Simplified Integration
– Direct, enterprise-ready, simplified integration using web services, without the need for added middleware
– Pre-defined workflows for Order Capture, Modifications and Cancels
– Robust mapping of Order, Shipment and Inventory elements, including extensible fields

### Sync Inventory
– Real-time, single source of truth for inventory
– Configurable publishing of latest inventory availability to website

### Omnichannel Emphasis
– Order creations, order cancellations, order returns, full inventory visibility and synchronization across multiple channels – eCommerce, call centers, and stores
– Implement omnichannel fulfillment options, like buy online pick up in store (BOPIS) and ship from store (SFS)
– Invoice on customer pick up in store (BOPIS)
– Synchronize fulfilment nodes across systems

### Accelerated Timeline
– Accelerate project time to value with IBM built, tested, certified and supported integrations
– Reduce implementation cost by using robust integration patterns

### Easily Extensible
– Extend to handle custom order attributes for fulfillment operations
– Designed to accommodate extensible needs of enterprise and small and medium-sized businesses

### For more information
Book a consultation to learn more from an IBM expert today.

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