Leading U.S. ONLINE RETAILER turbocharges its order management and purchase systems to power global growth

Tejas

We enable commerce, everywhere.

The Client

The client is a leading online retailer in the U.S. offering a range of juvenile products from essential baby gear to developmental toys, across geographies. Established in 2009, it is one of the top 500 online retailers in the US.

The Need: Automate End-to-end fulfillment Using Enterprise Order Management System.

The online retailer is focused on achieving lofty global targets, superior customer experience, and streamlined costs and operations. The existing third-party order management system was plagued by several challenges. This included limited support of integrations with websites, 3rd party channels, manual processing of orders, inefficient management of fulfillment process, and lack of support for complex business processes, channel-based product management, pricing and inventory management. In addition, the lack of warehouse management for pick and pack process and inventory management and the volume of orders added to the complexity.

The client was therefore looking to implement an end-to-end automation that will fulfill orders from their multiple websites supported by a robust enterprise management system. They also needed integrations with marketplace around the world they are selling on. The ability to connect to multiple shipping carriers and local carriers was another important mandate. The client also needed a more efficient way to process orders. This required implementation of significant functionalities which will be flexible and scalable and can work with their growth. The ability to integrate with newer market places quickly was the need of the hour. More importantly, having a full-fledged reporting system which can reflect important data to make quick decision was critical.

The retailer decided to partner with Tejas Software due to its extensive Order Management and e-commerce expertise and proven track record in helping global retailers achieve their business objectives.

The Transformation: Order Management Systems and Purchase Order Management Systems

Tejas Software leveraged its extensive experience to deploy a seamless solution comprising Order Management System (TOMS) and Purchase Order System (myPOmanager). The highlights of the solution include:

Robust process for allocation aimed at supporting complex business needs

Light Weight Warehouse management system taking care of pick and pack processes, bin and inventory management, scanning functionality and task management.

BI report generation, including top selling SKUs, profitability report and pre-order report, for providing business centric view to the user

Master purchase order management enabling grouping of multiple purchase orders into single purchase order

REST API Availability for 3rd party vendors to integrate into TOMS.

Purchase order shipment, invoice and vendor management

Integration with other Vendor's systems and automatic email notification for various events.

The Outcome: Reduced Operational Cost and Enhanced Efficiency

By partnering with Tejas Software, the online retailer significantly reduced operational costs by cutting back on the number of resources and manual effort. Some of the other benefits achieved by the client include:
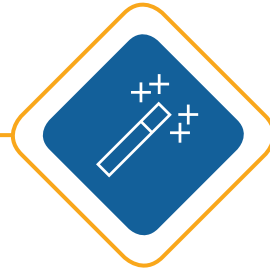
Reduced costs:
Use of SAAS model helped the company reduce infrastructure and associated operations costs.

Improved global penetration:
Robust multi-language and multi-currency support helped the client meet global targets.

Enhanced decision making:
Out-of-the-box BI reports facilitated better decision-making related to sales and business growth.

Faster time-to-market:
Enhancements with simple configurable solution enabled the client to achieve speedy global rollout.

EFFICIENCY

COST   QUALITY

To know more about our comprehensive solutions and how we help global clients achieve superior business outcome, visit **http://www.tejassoftware.com/** or contact us on **800.980.5179**

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