DATAXSTREAMOMS+

In 2016 our CEO wrote a brief blog post in which he quoted an article by Boston Retail Partners' Ken Morris, *"The Solution for many retailers is a unified commerce approach and the implementation of a single commerce platform with cloud-based technology and a strong mobile presence."*

Over the last five years that remains unchanged. Many of the companies we work with are on the journey towards Unified Commerce and for many companies, the biggest challenge is aligning their sales process to enable their unified commerce goals. DataXstream developed OMS+ an SAP certified Order Management and Point of Sale Solution to address this challenge.

At DataXstream we like to say OMS+ simplifies complex order management. OMS+ was developed to simplify end to end business process workflows in order processing and fulfillment. OMS+ offers a simplified user experience allowing minimally trained associates to execute complex business processes directly in SAP. Aware of the challenges that companies face to successfully integrate a variety of technologies to serve brick and mortar, mobile, and ecommerce clients DataXstream's OMS+ solution is designed to serve as one unified solution across all channels, enabling order processing, inventory management and distribution functionality through direct OMS+ interaction with SAP live digital core.

OMS+ was developed by SAP integration experts before SAP S/4 HANA was available and can sit on top of existing SAP ECC technology. This allows OMS+ to provide superior Order Management and Point of Sale functionality directly with SAP ECC. Some customers have used this functionality to de-couple the heavy lifting of upgrading SAP SD from their S/4 HANA upgrade project. OMS+ once installed and running in ECC can be upgraded to S/4 during the technical upgrade with little to no rework. This allows organizations to realize the benefits of running an SAP modern order management interface now and simplify their overall migration to S/4 in the future. A recent OMS+ customer that upgraded from ECC to S/4 spent only 5% of their total S/4 upgrade project cost on OMS+ and SAP SD, yet it represented 50% of the total functionality used by the customer.

OMS+ is S/4HANA Cloud certified and deploys in S/4HANA in weeks. This considerably expands the client's ability to manage large amounts of data/ transactions and report on all aspects of business performance in real-time without impacting transactional performance for end users.

We have seen countless examples of customers piecing together legacy systems and point of sales solutions in an attempt to meet their order processing requirements. OMS+ was designed to simplify order process across sales channels and is built with the end user in mind so the user interface is intuitive; most customers can train their employees on OMS+ in a day. OMS+ is customizable to meet individual business needs. No two companies run the same sales order processes and OMS+ can be configured to meet specific needs.

As of today, the DataXstream development team is incorporating Machine Learning & Predictive Analytics enhancing OMS+'s capability. The latest updates help reduce the time for large line-item orders, time-to-money value as well as creating a more engaging user experience.

At a recent industry event the speaker was referring to Customer Experience and made the point that customers do not view interacting with your online store as separate from the call center or the customer service center. No matter which platform your customer is using to interact with your brand, it is *one* brand experience. OMS+ enables your customer representatives to seamlessly move between devices as well as quickly and easily access customer information and order history.

By leveraging the power of SAP's real-time data, OMS+ allows customer service representatives to manage customer expectations in regard to inventory availability, delivery times, or substituting materials or vendors to meet deadlines. DataXstream's OMS+ solution for SAP was designed to meet the needs of modern businesses enabling best in class, unified commerce capabilities within their existing SAP ERP investments.