

COGNIZANT ONE ORDER MANAGEMENT: ENTERPRISE CAPABILITIES WITH FAST, AFFORDABLE DEPLOYMENT

Order management is a critical component of the retail supply chain. As technology - smartphones, wearables, AI assistants, IoT devices and more - continues to transform retail into an 'anytime, anywhere' experience for consumers and buyers, the orchestration of systems, people, processes, and everything involved with taking and fulfilling orders becomes increasingly complex.

B2C retailers require real-time visibility into global inventory so they can provide customers with accurate information, such as what is in stock in a specific location; precise shipping timeframes and costs; or when an item will be restocked. Omni-channel fulfillment options, such as buy online, pick up in store, have become table stakes for today's retailers, but many still struggle to optimize order management. The stakes are high for retailers. Digitally savvy consumers simply expect this level of transparency and service. Those that are unable to keep pace with consumer expectations risk alienating customers and losing them to competitors.

B2B organizations have similar requirements. Buyer preferences are increasingly shifting to digital and organizations are leveraging digital strategies to engage buyers directly through ecommerce or marketplaces. As a result, they require the ability to capture, track and fulfill orders from multiple channels.

An order management system (OMS) can provide the critical capabilities needed for seamless omni-channel commerce experiences, including enterprise-level inventory visibility, distributed order management, customer service and store fulfillment.

For many organizations, the cost and complexity associated with implementing a true enterprise-class OMS is a barrier to adoption. As a result, they settle for legacy solutions that lack robust capabilities and cannot scale to meet their evolving needs.

Enterprise Capabilities Out-of-the-Box

Cognizant has partnered with IBM to offer One Order Management (One OMS), a cloud-based order management solution that combines industry-leading IBM Order Management with Cognizant's best-in-class tools and accelerators to enable fast, affordable deployment without compromising enterprise functionality and scale. Cognizant One OMS comes complete out-of-the box with fully enabled fulfillment options, pre-built integrations to popular warehouse management and digital commerce platforms and leverages Cognizant's deep expertise and proven methodology for rapid, cost-effective deployment.

Cognizant One Order Management

Fast, Affordable Deployment in the Cloud



Quarterly
Seamless
Updates

99.95%
Continuous
Uptime

Up to 30%
Reduction
in Cost

Rapid
Implementation

With Cognizant One OMS, any organization, from small businesses to retail giants, can execute and coordinate order orchestration processes across the extended supply chain network and provide customers with a seamless shopping experience across channels. It ensures a unified view of supply and demand across all sales channels, so retailers can better control inventory and fulfill customer orders more efficiently.

Scalable and Extendable

With IBM Order Management at its core, One OMS is built on the industry's best-in-class order management platform, with robust functionality that will scale to meet evolving needs. It provides the best of both worlds - true enterprise functionality optimized for omni-channel

commerce with fast, cost-effective deployment in the cloud.

The cloud-based architecture reduces reliance on IT, making it possible for businesses to adapt the solution to specific needs. Brands can assimilate new acquisitions, adapt to the changing business landscape, and quickly form new competitive strategies.

The Cognizant Advantage

One OMS leverages Cognizant's deep domain expertise in retail and technology. In addition to core order management functions, it includes pre-built integrations, enhanced reporting and analytics capabilities, inventory caching and other tools and accelerators that enable organizations to get up and running in as little as four months, while reducing implementation costs by as much as 30%.

Cognizant One Order Management combines the robust functionality of IBM Order Management with best-in-class enhancements and services from Cognizant.

**Enterprise OMS
Functionality in the Cloud**



- Order Orchestration
- Order Creation, Modification, Cancellation
- Sourcing, Scheduling, Release
- Global Inventory Visibility
- Return Anywhere and Return Invoicing
- Single View of Customer Orders
- Customer Engagements
- Multi-lingual, Multi-currency

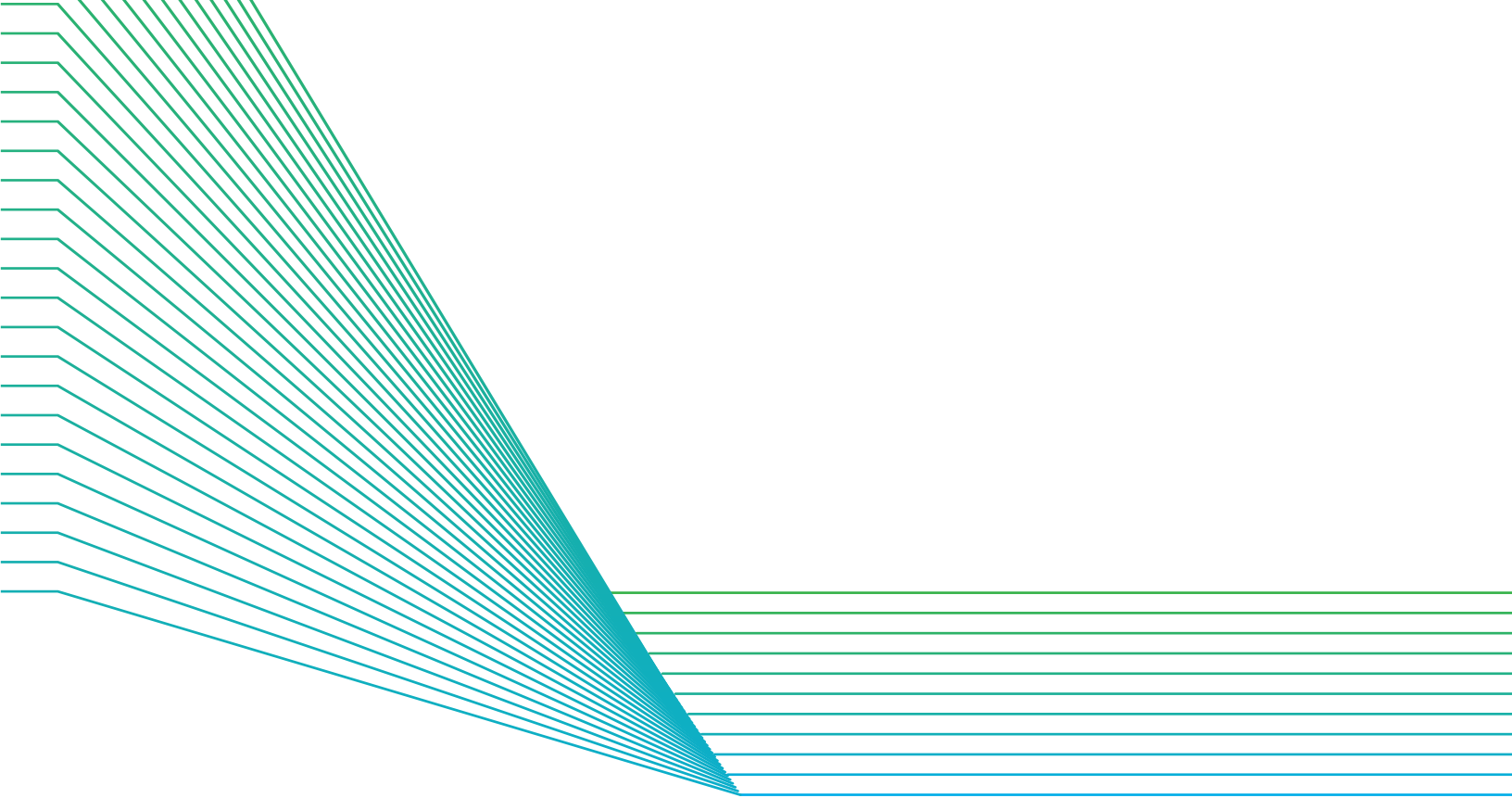
**Cognizant Enhancements
Out-of-the-Box**



- Pre-built integrations to leading commerce platforms and technologies including:
 - Magento Commerce
 - Salesforce Commerce Cloud
 - Oracle ATG
 - Amazon Marketplace
 - CyberSource
- Omni-channel fulfillment options:
 - Ship from Distribution Center
 - Buy Online, Pick Up in Store
 - Ship from Store
 - Local Delivery
 - Drop Ship from Vendor
- Order and Analytics Dashboard
- Post Go-Live Support Automation

Contact Cognizant today to learn more about One Order Management - a comprehensive cloud-based OMS solution optimized for mid-market retailers and organizations.

For further details please reach us at OMSInquiry@cognizant.com



ABOUT COGNIZANT

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.



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