

**HCLTech** | Supercharging  
Progress™

# RETAIL 5.0 OMS Transformation



Traditional order management systems were built to cater to a siloed ecommerce channel with limited visibility into the brick & mortar channel business of retailers. As technology consumer buying patterns have more and more retailers are seeing ecommerce is turning into their primary channel of business. Retailers which are able to build an omnichannel commerce by unifying the online and Store purchase experiences are redefining the true success in the new normal.

## Where does your OMS stand on the maturity path?



Order Capture	Single e-commerce front end Channel	Multiple Ecommerce Channels	Multiple Ecommerce Channels + Marketplaces + Partner Web sites etc.
Order Decisioning	Acceptance w/o inventory validations	Cached inventory verification	Real time inventory validation (Complex ATP Logic)
	No information about Delivery date	Static estimated ship date ranges	Near Accurate Delivery Date information
	Simplistic sourcing optimization (Post Order)	Advance sourcing Optimization (Post Order)	AI/ML driven Smart Sourcing (Pre Order/Post order)
Order Mechanics	Fulfilment Type- Ship to Home	Fulfilment Type- Ship to Home, ROPIS, BOPIS	Fulfilment Type - Ship to Home, Ship to Store, BOPIS, Ship to Store, Vendor Drop Ship (Same Day Fulfilment), BAFARA
	Basic payment types	Multiple Payment methods (CC, PayPal, Loyalty Points etc.)	Flexible payment options- Apple pay, Google pay etc.
	Minimal Order Modification options	Time bound Order Modification options	Flexible Order Modification options
	Limited or no Order lifecycle visibility	Order tracking	Real time Order tracking

# Business Challenges



Scalability and extensibility and resilience of the OMS platform to adhere to modern commerce needs like inventory visibility, omni channel fulfillment, etc.



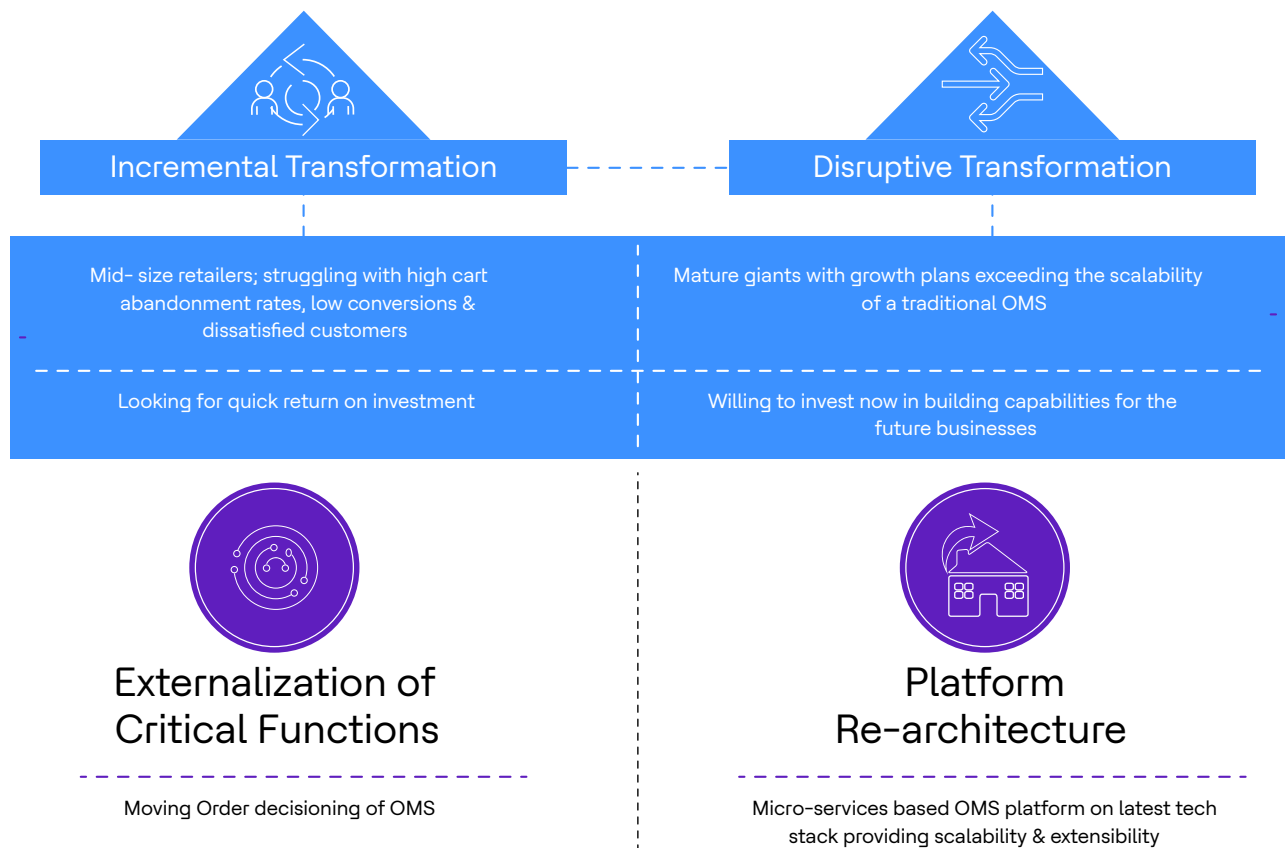
Evolving Consumer Expectations for a convergent and immersive online and in-store shopping experience



Rising order volumes and the volatility of peak season on planning and forecasting

These challenges are forcing retailers to re-evaluate their OMS business and technology landscape. To keep up with the ecommerce growth they need to make the investment in the right tools and technologies for the future. HCLTech offers specialized transformation approaches depending on size of ecommerce operations and companies' appetite to transform.

## Our solutions

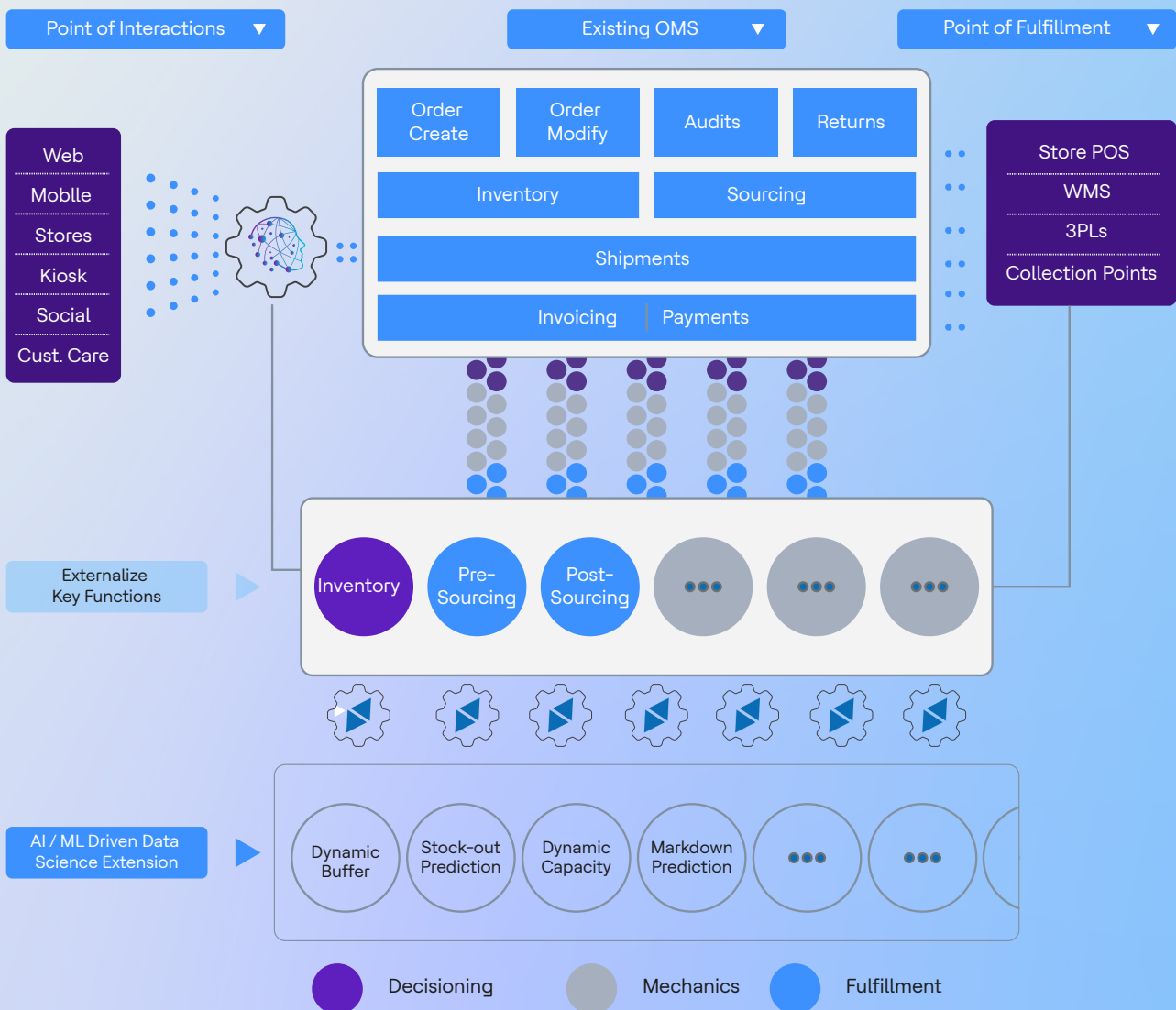




# Approach 1

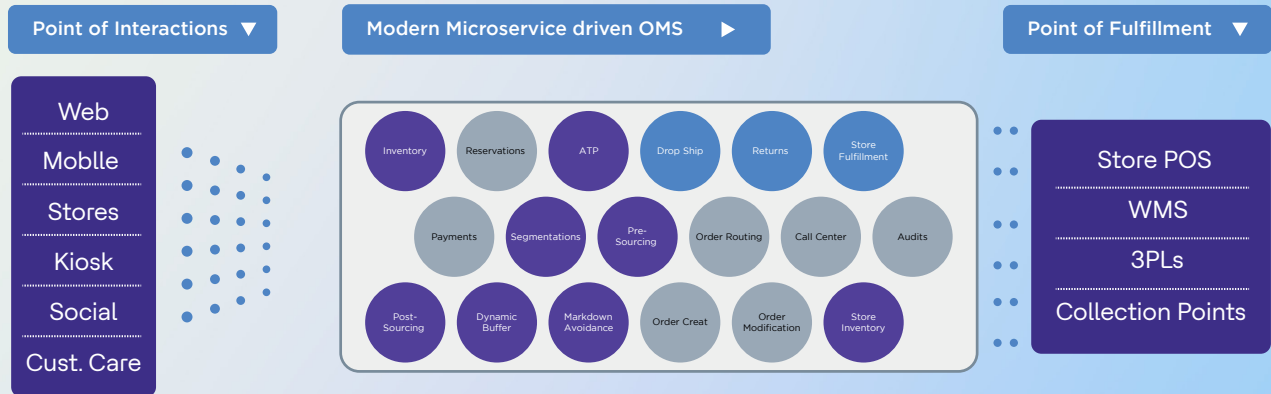
**Incremental transformation by externalizing critical functions**

HCLTech along with its partner ecosystem is uniquely positioned to deliver immediate benefits by incrementally decoupling critical functions from the traditional OMS and externalize using a modern microservice based function. Example: Externalization of Inventory & Sourcing to enable real time visibility and Omni Channel fulfillment.



## Approach 2

Build a custom modern OMS platform using microservices architecture enabling a smooth and incremental decommissioning of traditional monolithic order management systems.



## Conclusion

No matter which approach is selected by a retailer the net result is the ability to rapidly provide customer centric shopping features, ability to carry optimal inventory without compromising on customer service level & create a delightful post purchase experience. Backed by decades of Retail transformation experience, HCLTech's approach is unique to future proof their omnichannel commerce operations.



For more information, please reach out to us at [rcpg.solutions@hcltech.com](mailto:rcpg.solutions@hcltech.com)

# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 218,000 people across 59 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2024 totaled \$13.7 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

[hcltech.com](https://hcltech.com)

