



DATASTREAM OMS⁺

Solution Brief

DataXstream OMS+

Cross-Channel Order Management & Point of Sale for SAP

Transform Sales

In today's rapidly changing world, disruption is affecting every industry – sales and distribution processes are no exception. Businesses focused on implementing innovative order management solutions that deliver the best customer experience will position themselves for competitive success in this evolving business environment.

OMS+ is a cross-channel end-to-end sales processes platform. OMS+ offers order management and point of sale capabilities and the ability to integrate additional requirements like pricing, shipping, rentals, credit card processes and more for a single source of truth and an improved employee experience. OMS+ addresses the challenges of complex business models and sales processes while supporting a true unified commerce strategy. OMS+ is SAP certified, supports clean core requirements, and is included in Grow with SAP and the SAP RISE roadmaps.

- **Aggregate** data, users find the data they need when they need it
- **Automate** processes to improve customer satisfaction
- **Present** data effectively to increase



Sales Agility

OMS+ is designed to run on traditional terminals, tablets, and smart phones to provide organizations with one seamless interface. Sales Associates can easily see inventory levels in real time, at any location. Inventory can automatically be transferred or reallocated based on customers' needs.

Expedite orders swiftly with an intuitive user experience. Materials can be searched by customer history, attributes, identification numbers and description. Quickly adapt to changing markets and demand.

Add complementary products and services quickly. Quickly change and enable new business processes.

- **Sell** from anywhere on any device
- **Adapt** and scale quickly and efficiently
- **Streamline** process improvement
- **Improve** visibility to end-to-end sales processes
- **Execute** highly complex order scenarios without any SAP trainings



Simplify the Sales Order Process

OMS+ is built around the critical role of the customer service representative and is designed to simplify customer engagement on any device, in all selling scenarios. It automates the sales process, eliminating common data synchronization issues.

OMS+ offers advanced hardware integrations, giving organizations the flexibility to implement customer payment processing functions. With integration points available, OMS+ can leverage the most advanced payment technologies, the solution supports advanced tendering functions, including split tender, refunds, and returns.

OMS+ capabilities also provide advanced delivery functions for partial payments, partial deliveries, split deliveries, split delivery lines, and direct-to-customer deliveries – all from one simple and responsive user interface.

- Easily navigate the userfriendly UI
- Innovative and unified interface
- Focus on building the customer relationship instead of focusing on how to use the system without any SAP trainings

OMS+ helps to simplify existing and new SAP sales processes, directly overlaying a company's SAP SD configuration.



Speed Time-to-Value

Created with the evolving needs of businesses in mind, the solution can easily be adapted to new customer behaviors, using configuration tools that not only enable a streamlined user experience, but also help businesses quickly adapt their processes, realize new objectives, and rapidly pivot to respond to changing market conditions.

OMS+ leverages SAP's database and all SAP processes, so users can interact with the most accurate and current order and availability data. With data available in real time, users will no longer experience lags due to complicated integration and data transfer processes.

Companies using the solution have experienced a **96% reduction** in training time for new employees, from an average of two months to just a week.

OMS+ delivers an embedded cross-channel order management solution without tedious integration.



Reduce Costs

OMS+ significantly reduces the need to employ complicated and time-consuming change management processes for customers migrating from SAP ECC to SAP S/4HANA. It can be deployed to any existing SAP ECC system and is easily adapted to SAP S/4HANA with little or no change to user interactions, making the transition seamless.

OMS+ provides one order fulfillment platform for your entire organization, significantly reducing your infrastructure and data support requirements in turn, improving inventory management.

- Increase accuracy
- Reduce order processing time
- Reduce service costs
- Reduce closing time

OMS+ utilizes a unified commerce strategy, while addressing the challenges of complex business models and sales processes to significantly reduce manual and costly waste.



Maximize ROI

With OMS+, you have a simple point of truth solution that eliminates the need for integration between the point of sale/order management system and removes common data synchronization issues with the backend ERP system. By eliminating manual processes and paperwork, businesses can increase productivity while reducing processing time.

- Augment sales with the ability to easily track and follow up on sales opportunities
- Enhance efficiency with an advanced material search that enables the right items to be found faster and more easily
- Improve inventory visibility
- Simplify non-stock sourcing
- Increase customer visibility, enabling sales associates to gain the insights they need to improve service
- Aggregate of customer information in one 360-degree view
- Cross sell and up sell products

"We have calculated our ROI on the DataXstream subscription to be around 7 days. With the savings from DataXstream, I will be funding my business acquisitions and expansion plans for the next year without any capital from the board."
CIO, Enterprise Wholesale Customer



Summary

OMS+ streamlines the sales order process, increasing accuracy and reducing order processing time. The solution reduces customer service costs and increases profitability. With OMS+, customer service representatives can process sales transactions faster and with fewer errors.

Benefit

- Automate processes
- Reduce sales cycle times
- Reduce time-to-money
- Improve sales process agility and flexibility
- Reduce sales system TCO and training time

Solution

OMS+ is a cross-channel order management platform that extends SAP Sales and Distribution (SD) for streamlined sales operations.

Support sales processes across multiple channels on any device with OMS+. Complete complex sales— whether in person, via a call center, or on any mobile device – with ease. Enable customer service representatives to drive the sales order entry process with the flexibility they need to adjust transactions in real-time. Ultimately, with OMS+, team members can focus on what matters most: the customer.

Objectives

- Optimize sale processes and transactions with a flexible and intuitive user interface that reduces interaction cycle times
- Leverage a best-in-class user experience to apply the power of SAP Sales and Distribution (SD) business processes
- Transact in real time with the most accurate customer and material availability information

Learn more at:
www.dataxstream.com

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SAP representative today or
visit us online at the
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