Orchestration

Create a Symphony of End-to-End Experiences for Your Customers

You need an orchestration engine that can keep up. Legacy OMS platforms are not flexible enough to keep up with use cases like food delivery combined with marketplace items or 3rd party pick-up locations for BOPIS. Our orchestration services are designed to meet the unknown—fast.

ORDER ORCHESTRATION

Configure and manage your complex omnichannel fulfillment flows.

→ Configurable workflows built on an event based framework to interact with adjacent services

→ End-to-end order orchestration capabilities such as returns, payments & customer care

ORDER STORE/CACHE

Single repository for all omni customer transactions designed for high-speed querying.

→ Order data ingested from various sources & transformed into canonical

→ Designed for high speed retrieval of order data

→ Text-based order search

DROP SHIP GATEWAY
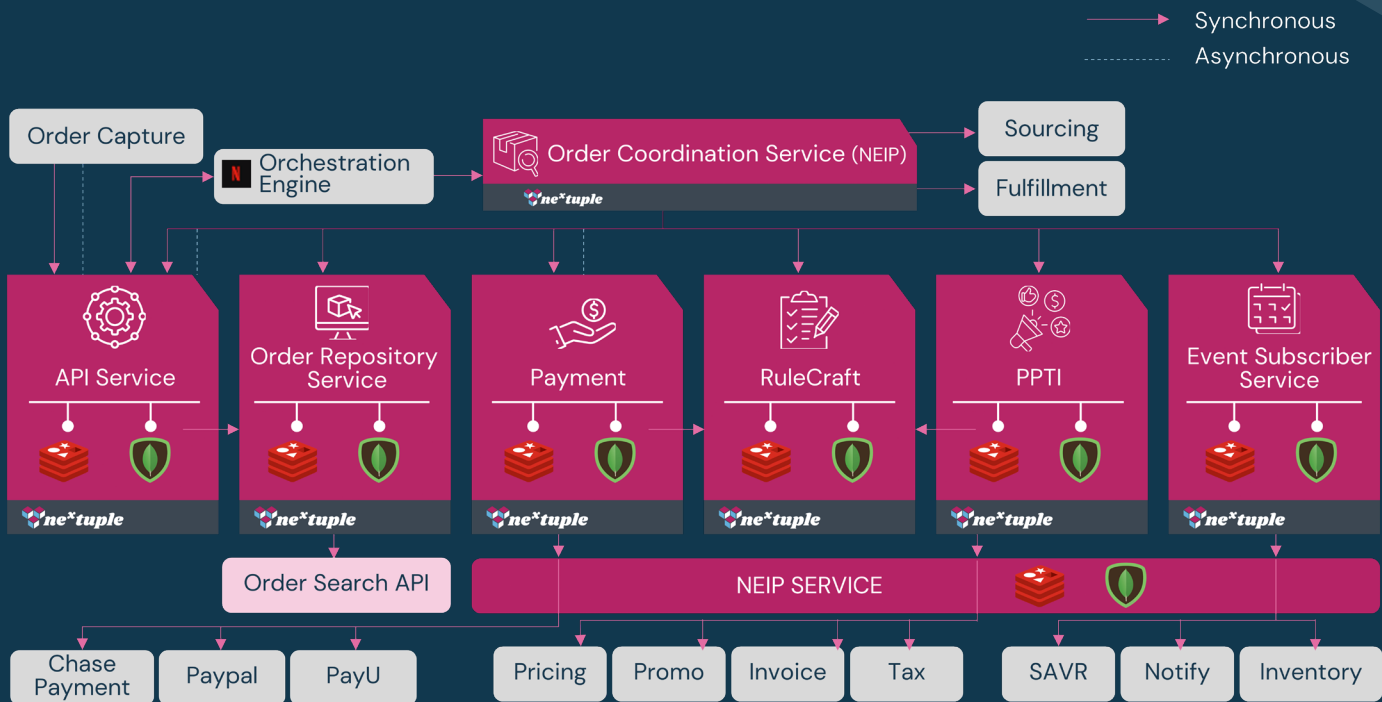
Manage your drop ship vendor community with ease.

→ Quickly add new suppliers

→ Detailed audit capabilities

OMNI CONTROL CENTER

Fulfillment Risk Management through smart monitoring of streamed events.

→ Configure technical and business event alerting based on SLAs or historical trends

→ Pre-built Sterling Adapter

→ Leverages AI/ML to predict late orders

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Synchronous
Asynchronous

Order Capture

Orchestration Engine

Order Coordination Service (NEIP)
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Sourcing

Fulfillment

API Service
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Order Repository Service
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Payment
ne×tuple

RuleCraft
ne×tuple

PPTI
ne×tuple

Event Subscriber Service
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Order Search API

NEIP SERVICE

Chase Payment

Paypal

PayU

Pricing

Promo

Invoice

Tax

SAVR

Notify

Inventory

Case Benefits/Proof Points:

Decrease transactional load on your OMS by 30%

By leveraging our order repository microservice you can enable cross-channel purchase history while at the same time providing more bandwidth for your OMS to support rapid order fulfillment at holiday load. A leading beauty brand is seeing these benefits and more.

Reduce fulfillment disappoints by 10% with event monitoring

Alerting capabilities in legacy OMS systems were not designed for scale or the hyper-fast deliveries of today. Our OMNI Control Center was purpose built for OMS event monitoring. It's battle tested at one of the world's largest grocers.

Increase your speed to market with new fulfillment offerings

Today's grocery and convenience market is exploding with new optionality for delivery and store pick up. We've got the tools you need to meet the unknown, at lighting fast speed. We've delivered digital store experiences in less than 3 months.

Eliminate your legacy OMS license costs

Are you paying for an OMS that you are not fully utilizing or have already augmented with other microservices? Our orchestration services come at a fraction of the cost and are delivered via SaaS or you can own the source code.

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