



## Retail Solutions



Optimizing and Unifying Physical and Digital Commerce



You have complex  
omni-channel challenges.  
**We can help.**



**enVista's Retail Software and Consulting  
Services enable:**

- Buy online / Pick up in store
- Ship from store
- Dropship
- Endless aisle
- Enterprise inventory management and visibility
- Omni-channel order orchestration
- Customer care and order maintenance
- Improve omni-channel order profitability
- Customer engagement and clienteling
- And much more!



Enable Buy, Fulfill, and  
Return **Anywhere Commerce.**



## Powering omni-channel for world-leading brands:



Vera Bradley



## Here's what our clients are saying:

The capabilities of enVista's OMS and Unified Commerce Platform are extremely robust. Their unique microservices architecture and integration Platform as a Service framework were key factors as we considered how to solve our omni-channel needs across our complex network and extensive integration points. enVista's solution is exceptionally sophisticated and agile to meet our long-term needs.

**EVP and CFO, GNC**

There are very few solution providers that can bring a wealth of knowledge and consulting experience in retail, digital commerce and brick-and-mortar that also provide an integrated platform to manage 'order to cash' and 'procure to pay' across all channels. enVista was a clear choice. We are thrilled the enVista team has helped us attain our unified commerce objectives in such a short time-frame.

**COO, American Freight Furniture**

The two-year partnership with enVista has been wonderful. We've been able to offer so many more technology initiatives for our clients. Thanks to enVista, we've been able to expand our offerings, provide a better service to our clients and really show them what a best in class third party logistics and fulfillment company can offer.

**Director Omni-Channel Fulfillment Technology, Saddle Creek Logistics**

# Trusted Advisors.

## End-to-End Consulting Expertise.

enVista's success is defined by our customers' success. To deliver profitable and successful solutions, our retail business approach is "strategy first" and our technology approach is "integration first." enVista is the only physical and digital commerce solutions provider with both consulting and software services.

We bring nearly 20 years of retail and supply chain consulting and solutions delivery expertise in helping the world's leading omni-channel organizations unify commerce and transform their business to optimize the customer experience. Our expertise uniquely spans both physical and digital commerce to help you solve complex omni-channel requirements, and to provide a consistent, stellar brand experience throughout your enterprise. Our consulting team has deep retail knowledge and experience working for retail organizations prior to becoming consultants. We leverage best practices from our projects and experience to maximize the success and value of your projects.

## Consult – Implement – Operate Approach

enVista's approach to retail projects starts with understanding your environment and challenges to help guide your strategy and roadmap for success. Once you have selected the right solutions for your situation, our team is ready to successfully implement your technology based on best practice processes to reduce project timeframes and maximize value. After your solutions are up and running, we offer training, change management and ongoing maintenance and support services.

## Retail Consulting Practice Areas

enVista's retail consulting practice areas span both physical and digital commerce with end-to-end services to enable enterprise commerce – from order capture to fulfillment, and from supplier to end consumer. Our consulting services include the following practice areas:

- Omni-channel Strategy
- Order Management
- Point of Sale (POS)
- Inventory Management
- Merchandising (planning, forecasting, allocation and replenishment)
- Digital Commerce
- Customer Journey and Engagement
- Customer Relationship Management (CRM)
- Product Lifecycle Management
- Business Intelligence (BI) and Customer Insights
- Artificial Intelligence (AI) / Machine Learning (ML)
- Workforce Management
- Fulfillment Strategies
- Supply Chain Operations
- Transportation Management
- Operations Management
- ERP Systems
- IT Systems



# Unified Commerce Platform

enVista's Enspire Commerce Platform is functionally rich to solve the complex and evolving needs of today's omni-channel organizations. The platform is strategically and uniquely built from the ground up as microservices architecture, on a multi-enterprise integration framework and a single data model in order to rapidly integrate and enable **customer-centric, unified commerce in weeks or months, versus years.**

- **Highly scalable** to grow with your business and keep pace with your evolving market needs
- **One enterprise view** of the customer, inventory, order, item, and payment
- **Rapidly integrates** with existing systems and integration points across your enterprise

## Delivering competitive advantage

- Faster time to value
- Lower total cost of ownership (increased gross margin, decreased logistics and optimized working capital)
- Improved inventory visibility and BI
- Optimal customer experiences
- Fewer IT resources and requirements
- Enables retail agility





*enVista's entire portfolio of retail services is built on the Enspire Commerce Platform – an agile microservices architecture that unifies customer and product information across all channels.*

## enVista Enspire Commerce Platform – Software Services:

- Order Management System (OMS/DOM)
- EDI / Managed File Transfer
- Store Fulfillment
- Dropship
- Customer Care / Service
- POS (Point of Sale)
- Product Information Management
- Digital Commerce
- Marketplace Integration
- Microsites
- iPaaS



## Just a few of our many integrations:

### Marketplaces

- Amazon.com
- eBay
- Etsy
- Jet
- Overstock

### Payment

- Card Connect / First Data
- Worldpay
- TSYS
- PayPal

### Fulfillment

- Manhattan Associates
- HighJump
- Microsoft Dynamics 365
- SAP eWM

### eCommerce

- Magento
- Salesforce Cloud Commerce
- Oracle Cloud Commerce
- Shopify

### ERP/Financials

- Microsoft Dynamics 365
- SAP
- Netsuite
- Quickbooks
- Oracle

### Tax

- Avalara
- Vertex

# Buy, Fulfill, and Return Anywhere with enVista's Enspire Commerce Platform

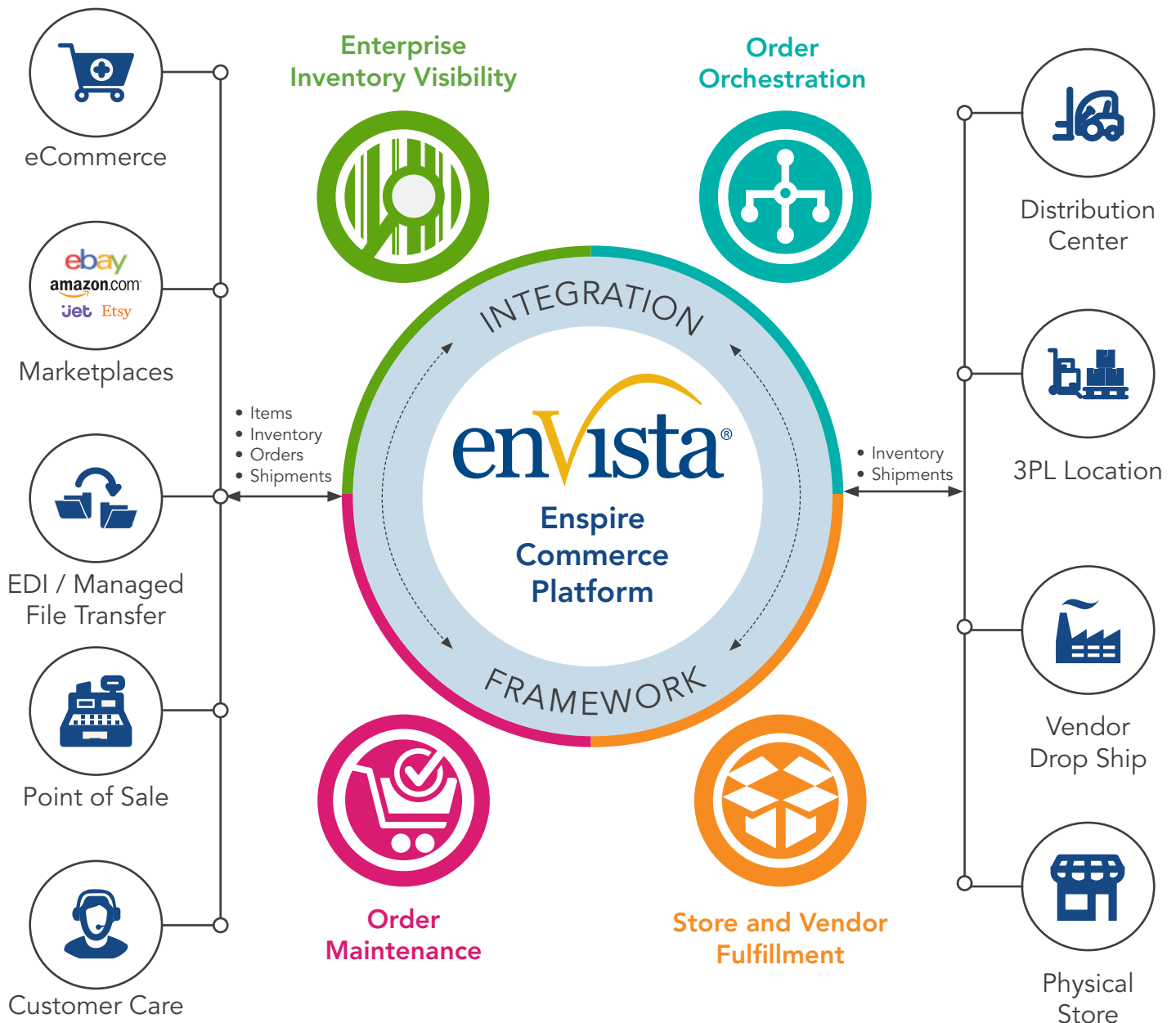
CAPTURES ORDERS FROM  
ANY DEMAND SOURCE



ORCHESTRATES  
ORDERS



FULFILLS FROM ANY  
INVENTORY SOURCE





## Order Management System (OMS/DOM)

enVista's Order Management System (OMS) / Distributed Order Management (DOM) is the cornerstone solution for omni-channel success and is the only platform that increases revenue *and* reduces costs. Our functionally rich OMS optimizes omni-channel order orchestration and delivers the enterprise inventory visibility required to unify commerce.

- **Enterprise Inventory Management and Visibility** – Manage orders and inventory with visibility across all channels (stores, warehouses, marketplaces, 3PLs and vendor dropship)
- **Order Routing and Orchestration** – Optimize omni-channel fulfillment and manage the orders, data and payments across your complex network of stores, distribution centers, suppliers and 3PLs to fulfill orders and meet customer expectations at least cost
- **Omni-Channel Fulfillment** – Enable buy, fulfill and return anywhere. Buy online/pick up in store (BOPIS), customer care, ship from store, ship from distribution/warehouse locations, and vendor drop ship (from supplier/3PLs)
- **Best Ship Method** – Provides shipping options based on actual carrier cost calculations and possible delivery windows from the fulfillment location to the customer's zip code
- **Headless Commerce** – Leverages the same commerce platform for all commerce touch points (store, online and mobile), which reduces overall development time, increases consistency of implementation, streamlines integration and simplifies software maintenance

### Benefits

- Deploy in weeks or months, not years
- Move from multi-channel to omni-channel – successfully and cost-effectively
- Reduce the complexity and costs with services that are native to the platform
- Enables retailers to deliver a consistent, stellar omni-channel brand experience
- Leverage native customer support and integrated POS, along with customer order history/profiles to enhance customer engagement and clienteling
- Empower customers to choose from shipping fulfillment timeframes and cost options
- Simplify updates and upgrades with a “real” multi-tenant, cloud-based platform



# EDI / Managed File Transfer

The ability to seamlessly exchange data with trading partners and across your retail network is mission-critical for unified commerce. With enVista, you will:

- **Go beyond EDI** – Leverage a robust Managed File Transfer (MFT) solution to seamlessly route, translate, aggregate/de-aggregate and transfer data across multiple file formats and communication protocols
- **Improve trading partner compliance** – Rapidly onboard trading partners and customize file formats, reduce manual processes and resource requirements, and improve compliance and data connectivity
- **Gain visibility and control** – Obtain enterprise visibility to inventory, orders, invoices, ASNs and other vital trading documents and data
- **Reduce costs** – B2B file management (data orchestration) is native to the Enspire platform – eliminating the need for a third-party service resulting in reduced points of failure, complexity and costs
- **Leverage managed EDI services** – Outsource EDI to enVista's experienced team to reduce internal requirements if EDI is outside of your organization's core competencies



## Store Fulfillment

Enable buy online/pick up in store (BOPIS) and ship from store to improve physical store utilization, foot traffic and conversions. With enVista, you will:

- **Speed fulfillment times to meet customer expectations** – Leverage inventory closest to your customer to provide improved customer service and order fulfillment at least cost
- **Improve customer service** – Increase 1:1 personalized commerce and clienteling opportunities that foster meaningful brand interactions, loyalty, and add-on sales
- **Increase store foot traffic and conversions** – Leverage buy online/ship from store (BOPIS) for exceptional add-on sales results
- **Maximize inventory turnover and margins** – Expose store inventory across your network and channels to avoid unnecessary markdowns
- **Leverage store associates to ship from store** – Customize rules and train associates to fulfill and personalize online orders
- **Enable seamless cross-channel returns** – Deliver a seamless omni-channel shopping experience for your customer by enabling 'buy online, return in-store' and one view of the customer, inventory, order, item and payment



# Dropship

Strategically leverage vendor drop ship for significant competitive advantage and improved customer service. Dropship from suppliers to dramatically expand your item assortment and give customers the breadth of inventory options they expect – without tying up working capital on unnecessary costly inventory investments. Dropship from your 3PL improve fulfillment timeframes and reduce internal fulfillment requirements. With enVista, you will:

- **Increase customer satisfaction** – Significantly expand item assortment and SKUs to offer the customers the products they want in the timeframes they expect
- **Reduce costly inventory on hand** – Offer and sell more products while circumventing the need to purchase, store and ship additional inventory
- **Drive sales and profitability** – Strategically leverage a drop ship strategy to exponentially grow online offerings and sales opportunities while testing sales of new SKUs with minimal risk
- **Order orchestration** – Orchestrate and route shipments with vendors that have multiple DCs

## Customer Care / Service

enVista's Customer Care / Service offers call center representatives and customers full commerce capabilities to service, or self-service, customers' commerce needs. The information and capabilities are native to the Enspire Commerce Platform and include:

- Customer-Specific Login
- View Order History
- View Open Orders/Status
- View Payment Options
- View Delivery Preferences
- Capture New Order
- Capture New Payment
- Check Inventory Availability
- Calculate Order Cost
- Item Look-up/Inquiry
- Initiate Order/Item Return or Exchange

## Point of Sale (POS) / Mobile Point of Sale

enVista's cloud-based POS is the only omni-channel POS in the market that is native to the same platform as the OMS. Empower your store associates to deliver seamless, personalized shopping experiences to delight customers and exceed expectations. With enVista POS, you will:

- **Save the sale with enterprise selling** – Give your store associates endless aisle capabilities with enterprise inventory visibility (stores, warehouses and vendors' inventory)
- **Deliver personalized customer service and clienteling** – Empower store associates with customer order history and profiles
- **Improve customer service** – Enable rapid checkout via mobile, kiosk and digital display
- **Rapidly train and onboard associates** – Intuitive solution and user interface doesn't require a manual
- **Save money** – Cloud-native POS integrates with existing hardware and operating systems, delivers global Software as a Service (SaaS) updates, and rapidly scales to grow with your business

# Product Information Management

enVista's cloud-native PIM rapidly integrates with your existing systems, including order management (OMS), eCommerce, and point of sale (POS). With enVista, you receive:

- **Centralized product data management** – Manufacturers, distributors and retailers can push or pull product data from an ERP, eCommerce platform, POS, and/or electronic vendor catalog
- **Consistency and accuracy** – Gain greater control over items and attributes across multiple buy and sell channels (eCommerce, store and warehouse) on any device
- **Improved efficiencies with single click updates** – Add and update unlimited product lists, details, attribute sets and groups with a single click

## Digital Commerce

Meet and exceed customer expectations with flexible, responsive and agile eCommerce sites. With enVista, you will:

- **Benefit from an agile, intuitive solution** – Non-technical users can create eCommerce sites in minutes. Integrated with enVista's PIM, items and attributes can be updated with a single click
- **Leverage rate shopping functionality** – Ensure optimal, accurate shipping & handling charges are applied at checkout
- **Manage customer expectations** – Provide customers accurate delivery timeframes and cost estimates through available-to-promise inventory information
- **Enable omni-channel fulfillment** – Enable buy online/ pickup in store (BOPIS), ship from store, and drop ship
- **Optimize checkout** – Increase cart check-out speed, accuracy and conversions
- **Improve customer service** – Empower customer care associates to fully help online shoppers by providing access to necessary inventory, order and customer information

## Marketplace Integration

enVista's Marketplace Integration leverages APIs and extensive experience integrating with marketplaces such as Amazon, eBay, Jet.com and Walmart.com to simplify and expedite retailers' marketplace capabilities. The integrated data and capabilities are native to the Enspire Commerce Platform, including:

- Item Publishing
- Inventory Publishing
- Capture New Orders
- View Order History
- View Order Status
- View Delivery Expectation
- Post Shipping Details
- Case Management
- Capture Order / Item Returns and Exchanges



# Microsites

enVista Microsites is a platform that provides online experiences to the end customer through unique templates and UI designs. Key features include:

- Personalized eCommerce store curated by an in-store or virtual sales representative for a specific customer
- Cart functionality with pre-integrated merchant services
- Omni-channel enabled with pickup-in-store and ship-to-address capabilities
- Interest-based targeted promotions to drive higher conversion rates
- Single click-back to continue shopping increases eCommerce web traffic
- Track and trace function embeds shipment tracking details within the retailer's website template to set customer expectations around delivery and the opportunity for additional promotions to drive increased sales

# iPaaS

The enVista iPaaS (integrated platform as a service) enables retailers to efficiently connect with many suppliers and 3PLs. enVista manages the integrations between thousands of trading partners, offering the following benefits to retailers:

- Simplifies technology with one system to connect to all trading partners
- Speeds time to deliver trading partner integrations
- Reduces the total cost of integrations with pre-built integrations tailored to each trading partner



The **Power** of Optimizing

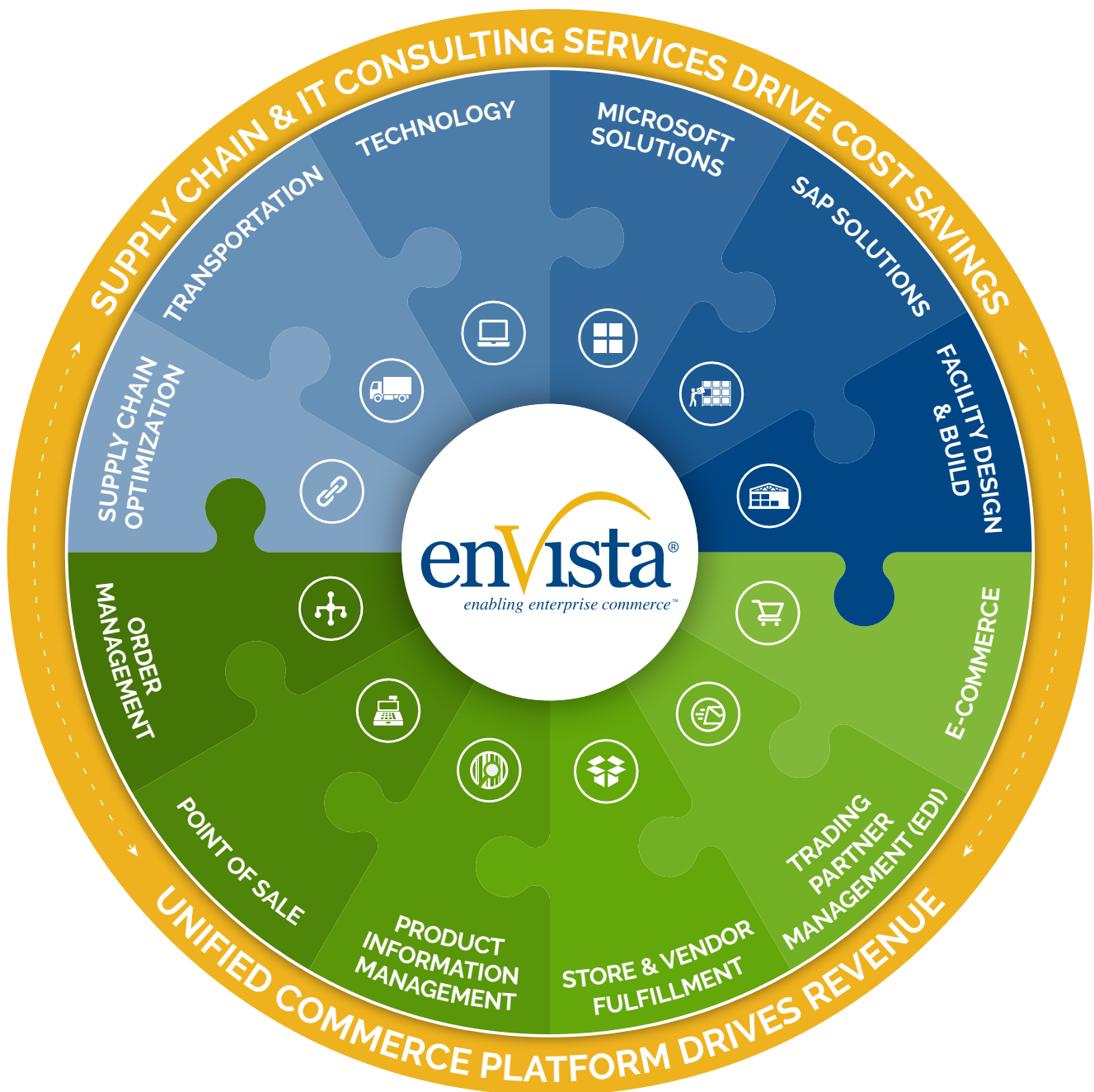
Physical and Digital

Commerce.

# YOUR SINGLE PARTNER – FROM ORDER CAPTURE THROUGH FULFILLMENT

## Benefit from a single partner that:

- Both unifies commerce to drive profitability and optimizes supply chains to drive cost savings
- Brings nearly 20 years of experience and a proven record of success
- Consults, implements and operates solutions
- Provides exceptional expertise with a deep bench of retail and supply chain consultants



Exceed customer  
expectations.  
**Every time.**

## enVista's CIO Model

### CONSULT

Consulting is in our DNA. We develop custom solutions for you.

### IMPLEMENT

We implement hundreds of solutions to reduce project timeframes and time to value.

### OPERATE

Our partnership doesn't end at implementation - we can operate solutions for you as needed.



# About enVista

enVista, a leading global consulting and software firm, is the *ONLY* solutions provider in the market that optimizes and unifies both supply chains and omni-channel commerce end-to-end, from order capture to fulfillment, and from supplier to end consumer. We help *thousands* of the world's leading brands drive digital and omni-channel transformation; optimize enterprise efficiencies and savings; turn data into actionable, predictive customer insights; and deliver nimble, unified, optimized, customer-centric digital and physical commerce.

Our industry experts bring a "strategy first" approach and exceptionally deep domain expertise to consult, implement and operate across omni-channel commerce, supply chain, material handling automation and robotics, global transportation, information technology (IT), business intelligence (BI), Microsoft enterprise solutions, and emerging technologies including, artificial intelligence (AI), Internet of Things (IoT) and machine learning (ML).

enVista's agile, cloud-native Enspire Commerce Platform uniquely and strategically built from the ground up as microservices architecture, provides a single enterprise view of customer, inventory, orders, items and payments.

**Agile, profitable, customer-centric commerce starts here.**

**Let's have a conversation.™**

**As seen in:**

**FORRESTER®**

**Gartner®**

**Inc.  
5000**

**MULTICHANNEL  
MERCHANT**





**Let's have a conversation.™**

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