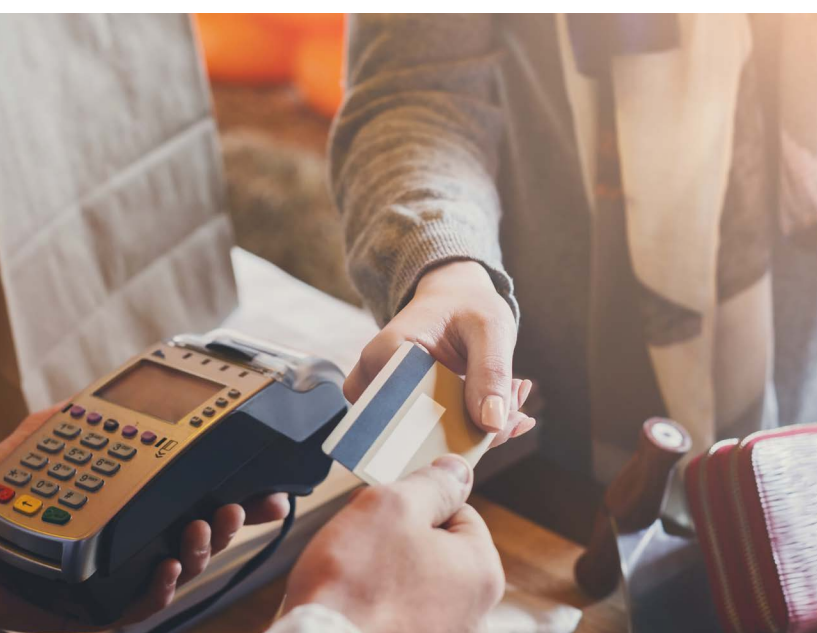# enVista®
enabling enterprise commerce™

Unified Commerce Platform Overview

Powering Omni-Channel Transformation

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

enVista's Unified Commerce Platform Enables:

- Buy online / Pick up in store
- Ship from store
- Vendor drop ship
- Endless aisle
- Enterprise inventory visibility
- Omni-channel order orchestration
- Customer care and order maintenance
- Visibility to the lifetime value of the customer
- Customer engagement and clienteling
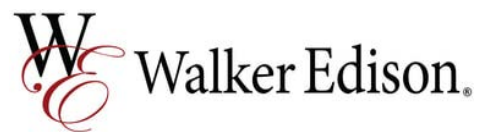- And much more!

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

Powering omni-channel for world-leading brands:

GNC LIVE WELL

Vera Bradley

SPENCER'S

YANKEE CANDLE®

PETSMART

WE Walker Edison®

FleetPride® TRUCK & TRAILER PARTS

Saddle Creek LOGISTICS SERVICES

AMERICAN FREIGHT FURNITURE - MATTRESS

Here's what our clients are saying:

"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 timeframe.

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.
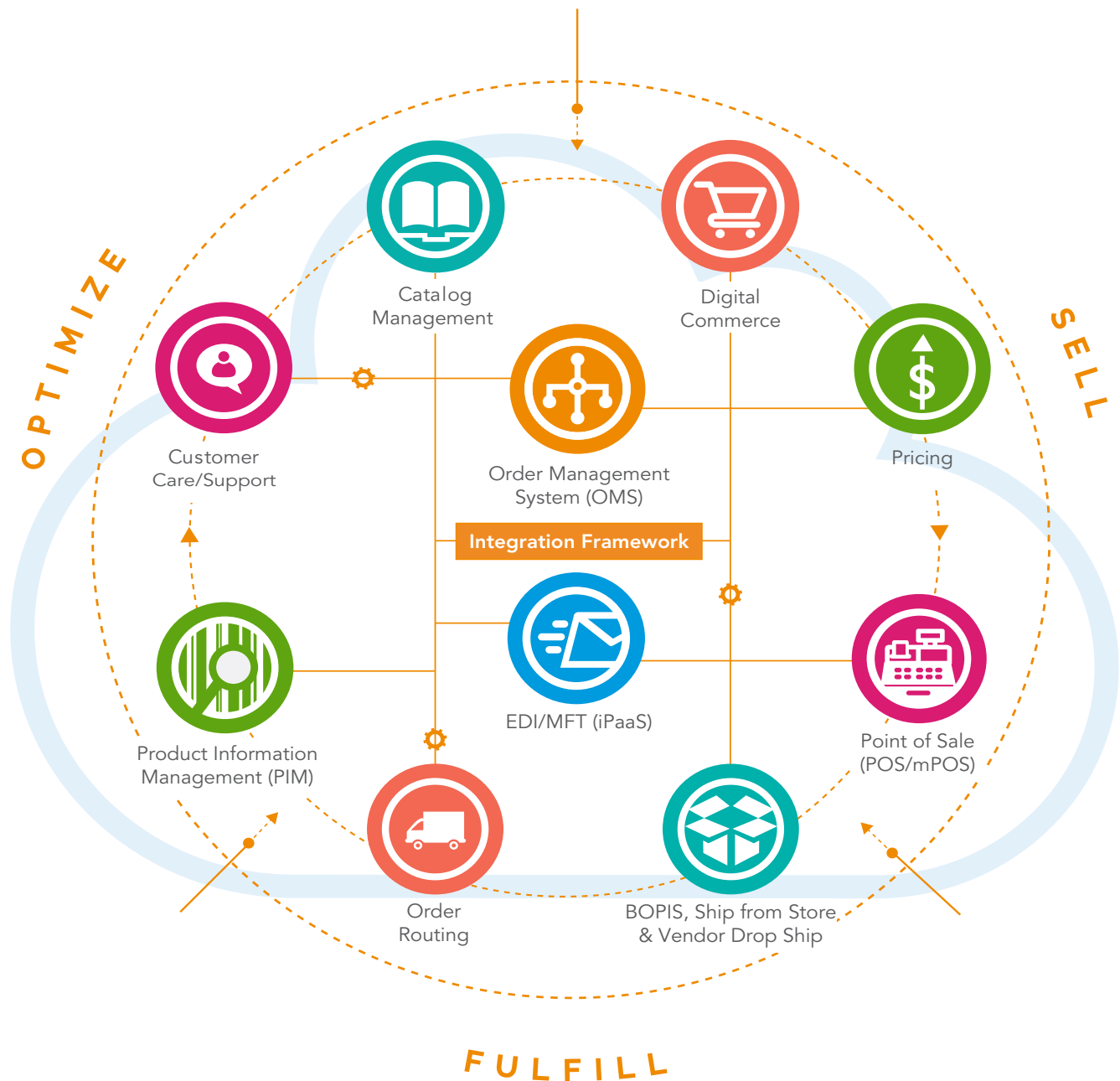
Director Omni-Channel Fulfillment Technology, Saddle Creek Logistics

"They are so experienced. They've seen so many implementations of these different technologies at different scales of retail that they really understand how to create a customized solution that works for your business. This is a firm that can look at your business, jump into your code, understand what your priorities are and tailor a really customized solution that works for you.

CEO, PetFlow

Rapidly deliver customer-centric commerce on a **single cloud platform**

OPTIMIZE

SELL

FULFILL

Catalog Management

Digital Commerce

Customer Care/Support

Order Management System (OMS)

Pricing

Integration Framework

Product Information Management (PIM)

EDI/MFT (iPaaS)

Point of Sale (POS/mPOS)

Order Routing

BOPIS, Ship from Store, & Vendor Drop Ship

Strategically built to **meet the evolving needs** of today's omni-channel organizations.

Highly Scalable Microservices Architecture • **One Data Model** • **Multi-Enterprise Integration Framework**

Unified Commerce Platform Overview

enVista's Unified 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 months or weeks, versus years**.

- **Highly scalable** to grow with your business and keep pace with your evolving market
- **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
- Improved visibility and business intelligence
- Optimal customer experiences
- Fewer IT resources and requirements

Just a few of our many integrations:

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

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

ERP/Financials
- Microsoft Dynamics 365
- SAP
- Netsuite
- Quickbooks
- Oracle

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

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

Tax
- Avalara
- Vertex

Order Management System (OMS)

enVista's market-leading Order Management System (OMS) is the cornerstone solution for omni-channel success. Our functionally rich OMS optimizes omni-channel order orchestration and delivers the enterprise inventory visibility required to unify commerce.

- **Enterprise Inventory Visibility –** Obtain a single enterprise view of inventory to enable available-to-ship and available-to-promise
- **Order Orchestration –** Optimize omni-channel fulfillment and manage the order life cycle 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)
- **Customer Engagement** – Empower associates to deliver personalized experiences

Game-Changing OMS Results

- Deploying for multibillion-dollar retailers managing high data volumes in as little as 8 weeks!
- Helping companies move from multi-channel to omni-channel – successfully and cost-effectively
- Enabling retailers to deliver a consistent, stellar omni-channel brand experience
- Leveraging native customer support and integrated POS, along with customer order history/profiles to enhance customer engagement and clienteling
- Empowering customers to choose from shipping fulfillment timeframes and cost options

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

eCommerce

Marketplaces

EDI

Point of Sale

Customer Care

Enterprise Inventory Visibility

Order Orchestration

INTEGRATION

FRAMEWORK

enVista®
Commerce Platform

- Items
- Inventory
- Orders
- Shipments

- Inventory
- Shipments

Order Maintenance

Store and Vendor Fulfillment

Distribution Center

3PL Location

Vendor Drop Ship

Physical Store

Point of Sale / Mobile Point of Sale

enVista's cloud-based POS rapidly scales to grow with your business. Empower your store associates to deliver seamless, personalized shopping experiences to delight customers and exceed expectations. With enVista, you will:

- **Save the sale** – Give your store associates visibility to item location within your network
- **Deliver personalized customer service and clienteling** – Empower store associates with customer order history and profiles
- **Improve customer service and endless aisle** – Enable rapid checkout via mobile, kiosk and digital display
- **Rapidly train and onboard associates** – Benefit from an intuitive solution and user interface
- **Save money** – enVista's POS/mPOS 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

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

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 vendor 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

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** – Benefit from a single partner. Unlike other EDI providers, we do not partner with outside firms to enable EDI connectivity. Our cost model is based upon integration points per trading partner, not kilo character or document
- **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

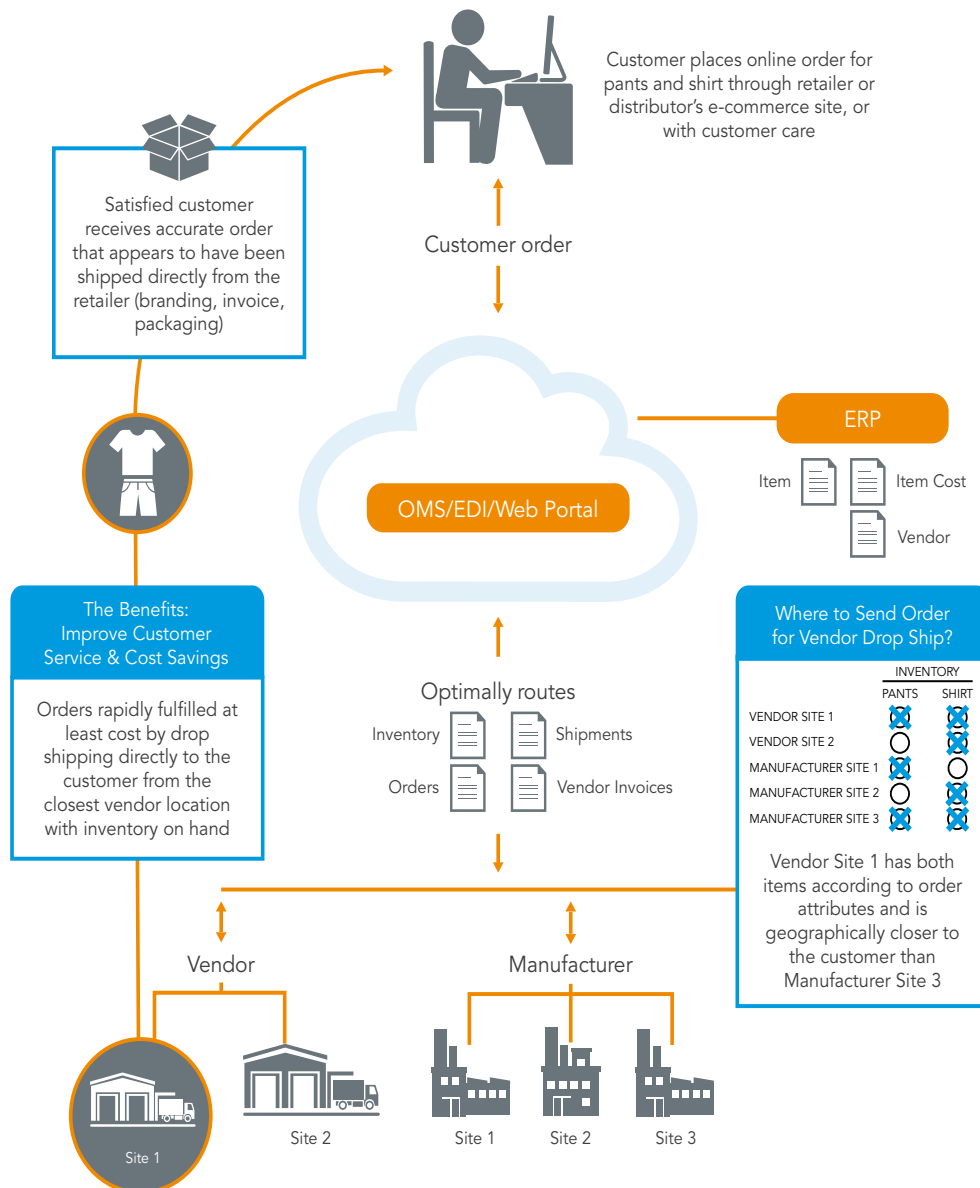# Exceed customer expectations.
Every time.

Vendor Drop Ship

Strategically leverage vendor drop ship for significant competitive advantage and improved customer service. Drop ship 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. Drop ship 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

How Drop Shipping Works

Customer places online order for pants and shirt through retailer or distributor's e-commerce site, or with customer care

Customer order

Satisfied customer receives accurate order that appears to have been shipped directly from the retailer (branding, invoice, packaging)

ERP

Item   Item Cost

Vendor

OMS/EDI/Web Portal

The Benefits:
Improve Customer
Service & Cost Savings

Orders rapidly fulfilled at least cost by drop shipping directly to the customer from the closest vendor location with inventory on hand

Optimally routes

Inventory   Shipments

Orders   Vendor Invoices

Where to Send Order for Vendor Drop Ship?

	INVENTORY	
	PANTS	SHIRT
VENDOR SITE 1	⊠	⊠
VENDOR SITE 2	○	⊠
MANUFACTURER SITE 1	⊠	○
MANUFACTURER SITE 2	○	⊠
MANUFACTURER SITE 3	⊠	⊠

Vendor Site 1 has both items according to order attributes and is geographically closer to the customer than Manufacturer Site 3

Vendor

Manufacturer

Site 1   Site 2

Site 1   Site 2   Site 3

Trusted Advisors.
End-to-End Consulting Expertise.

enVista is a trusted partner for hundreds of leading omni-channel brands. We bring nearly 20 years of retail and supply chain consulting and solutions delivery expertise, along with a deep bench of global supply chain and retail consultants and comprehensive solutions, to help your organization transform its omni-channel operations. Our expertise uniquely spans both digital and physical commerce to help you solve complex omni-channel requirements, and to provide a consistent, stellar brand experience throughout your enterprise.

Omni-Channel Strategy

- Physical & Digital Commerce
- IT Application Roadmap
- Inventory Optimization
- Customer Journey Mapping
- Supply Chain Network Design
- 3PL Evaluation and Selections
- Organizational Design

Operations

- Material Flow Analysis
- LEAN Process Design
- Facility Design and Build
- Labor Management (Stores & Distribution Centers)
- Store Fulfillment Design
- Change Management

Enterprise

- ERP Evaluation and Implementation
- Process Documentation
- Solution Audits
- CRM Implementation

Technology

- Software System Selection & Implementations (WMS, LMS, WCS and TMS)
- Technology Strategy and Consulting
- IT Infrastructure and Management
- Digital Development

Transportation

- Transportation Master Planning
- Process and System Design
- Managed TMS
- Carrier Analysis and Negotiations
- Global Freight Invoice Audit/ Bill Pay
- eCommerce Rating Engine

The **Power** of Optimizing
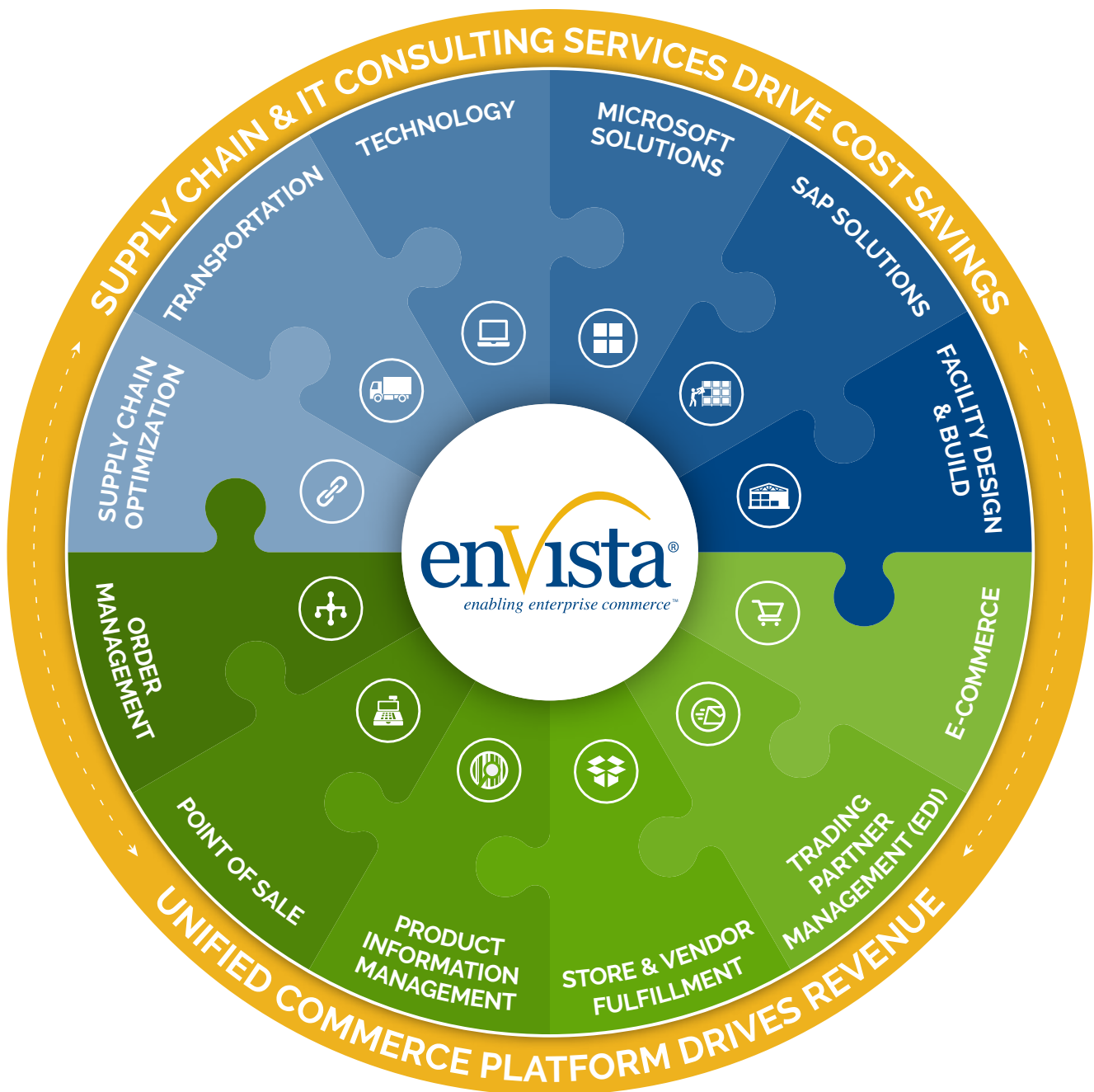
Physical and Digital

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

SUPPLY CHAIN & IT CONSULTING SERVICES DRIVE COST SAVINGS

TECHNOLOGY
TRANSPORTATION
MICROSOFT SOLUTIONS
SAP SOLUTIONS
SUPPLY CHAIN OPTIMIZATION
FACILITY DESIGN & BUILD
enVista
enabling enterprise commerce™
ORDER MANAGEMENT
E-COMMERCE
POINT OF SALE
PRODUCT INFORMATION MANAGEMENT
STORE & VENDOR FULFILLMENT
TRADING PARTNER MANAGEMENT (EDI)

UNIFIED COMMERCE PLATFORM DRIVES REVENUE

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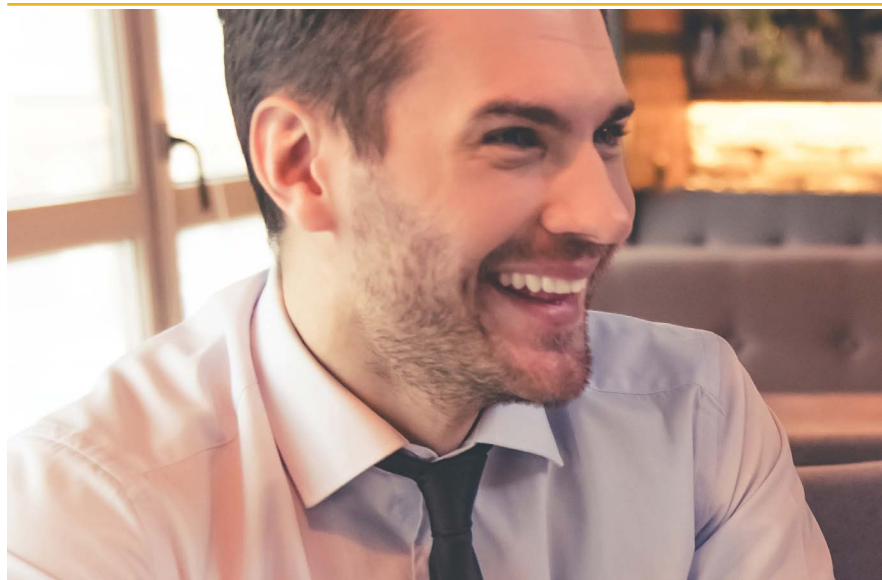
OPERATE
Our partnership doesn't end at implementation - we can operate solutions for you as needed.

"*Every single person I've worked with at enVista is high quality and really cares about your business.*

Anytime I have a business problem to solve, enVista always has the exact person I need to talk to."

IT Director, Colony Brands

About enVista

enVista is a leading global consulting and software solutions firm enabling enterprise commerce for the world's leading manufacturers, distributors and omni-channel retailers.

enVista is uniquely experienced in both optimizing supply chain efficiencies to drive cost savings, and unifying commerce to drive customer engagement and revenue.

enVista's Unified Commerce Platform, and the firm's ability to consult, implement and operate across supply chain, transportation, IT, enterprise business solutions and omni-channel, allows mid-market and Fortune 100/5000 companies to leverage enVista as a trusted advisor across their enterprises.

Consulting and solutions delivery is in our DNA.
Let's have a conversation.™

As seen in:

FORRESTER®   Gartner®

Inc. 5000   MULTICHANNEL MERCHANT™