What's New in IBM Sterling Order Management 9.2.1

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**Redefining commerce
in the age of the customer.**

Your customer in context.

IBM Sterling Order Management V9.2.1

- Announced on May 21, 2013
  - Electronically available for download on June 7, 2013
  - eGA on June 7, 2013

- Announcement Letter
  - http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/1/897/ENUS213-101/index.html&lang=en&request_locale=en

- What's New
  - http://pic.dhe.ibm.com/infocenter/ssfs/v9r2m1/index.jsp

Internal Information on Sterling Order Management V9.2.1

For download from the internal Software Sellers Workplace Software Downloads site look for the part numbers:

- IBM Sterling Order Management (7 eAssemblies) - Search for
- Brand: Other Software
- Family name: Sterling OM SVP PSP
- Date posted: Within past 1 month

- IBM Sterling Configure Price Quote (3 eAssemblies) - Search for
- Brand: Other Software
- Family name: Sterling CPQ SVP PSP
  Date posted: Within past 1 month

Agenda

- Functional Enhancement
- Technical Enhancements
- Performance Enhancements
- Optional License Options

IBM Selling & Fulfillment Strategic Focus Areas

Enable Omni-Channel Selling Anytime & Anywhere

Leverage Key Capabilities across the Smarter Commerce Portfolio

Deliver Omni-Channel Promising and Order Fulfillment

Improve Customer Intimacy and Personalization through Context

Empower Business Users and Reduce IT Involvement

Provide Technical and Performance Leadership

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Executing the Vision for Point-of-Commerce

Addressing the Evolving Retail Store

- Flexible clients, optimizing how the web-based client can be configured to run on various devices from POS to Tablets to Smartphones.
- Flexible deployment, optimizing 'thin client' and 'thin store' deployment options that allow retailers to manage how to deployed IT while balancing need for mission-critical availability.

Addressing the Empowered Consumer

- Full and flexible function, enabling associates to execute traditional POS functions, plus a full suite of store-to-store   and cross-channel scenarios at checkout to improve consumer satisfaction; while ensuring an extensibility model that allows you to manage your retailer unique requirements as needed.

Addressing Optimizing IT Investment

- Common data and common services as the foundation for sustainable IT costs and reduced IT complexity – based on IBM Sterling Order Management – easing pressure on IT staff across channels and allowing focus on other high-value priorities.

Email   Digital.com

Field Sales   Call Center

Enterprise
IBM Sterling Order Management

Common Data, Common Services Across All Channels, incl. Store

Store / POS / Mobile

Point-of-Commerce

Offline Store Server (Optional)

Kiosk

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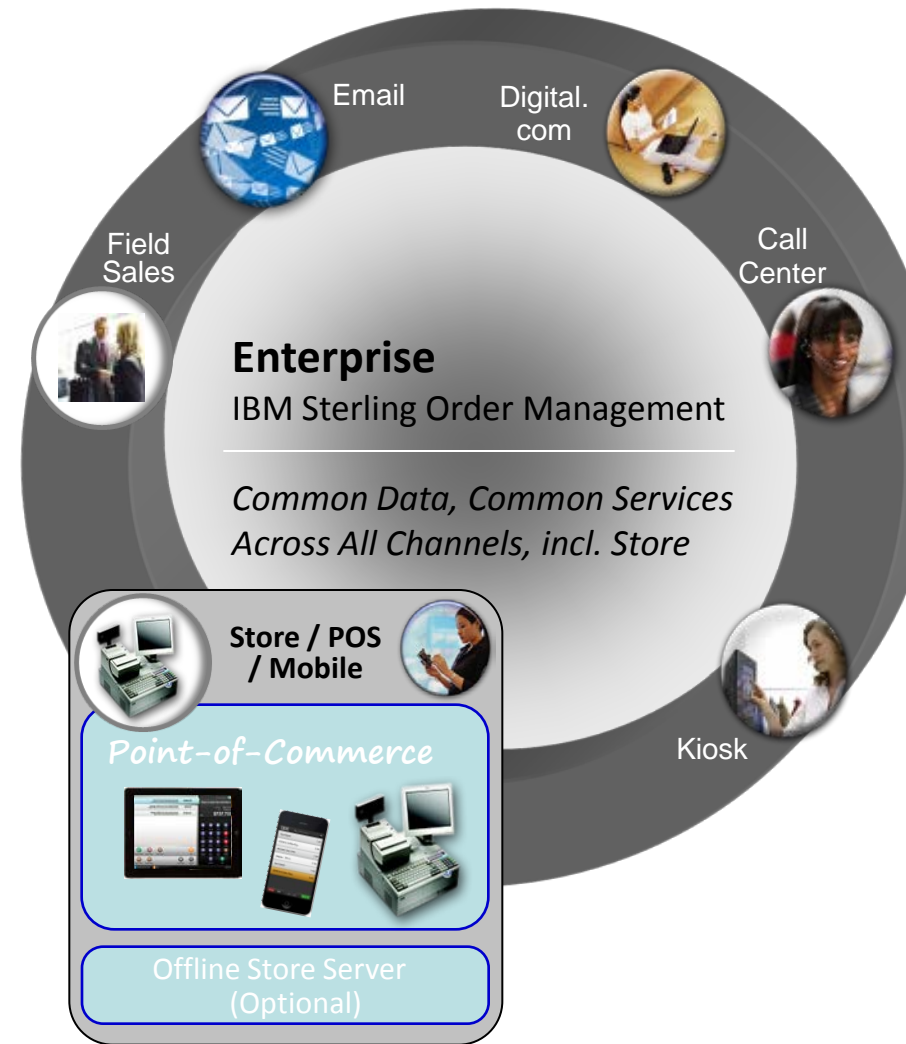
Order Management Enhancements for POS Scenarios

- Pricing and Promotions
- Payment Processing
- Returns
- Manager Overrides
- Item Entry
- Taxation
- Loyalty Program Integration

Pricing and Promotions

- Provide a way for stores to implement innovative pricing and promotions strategies. Examples:
  - Store and Region based pricing
  - Define effective dates, days, and time for coupon and pricing rules based on time zone.
  - Lowest item price search

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Payment Processing

- More choices for payment scenarios for POS. For example:
  - Debit card handling
  - Payment rules for cash and carry
  - Payments for cross channel ordering at POS)
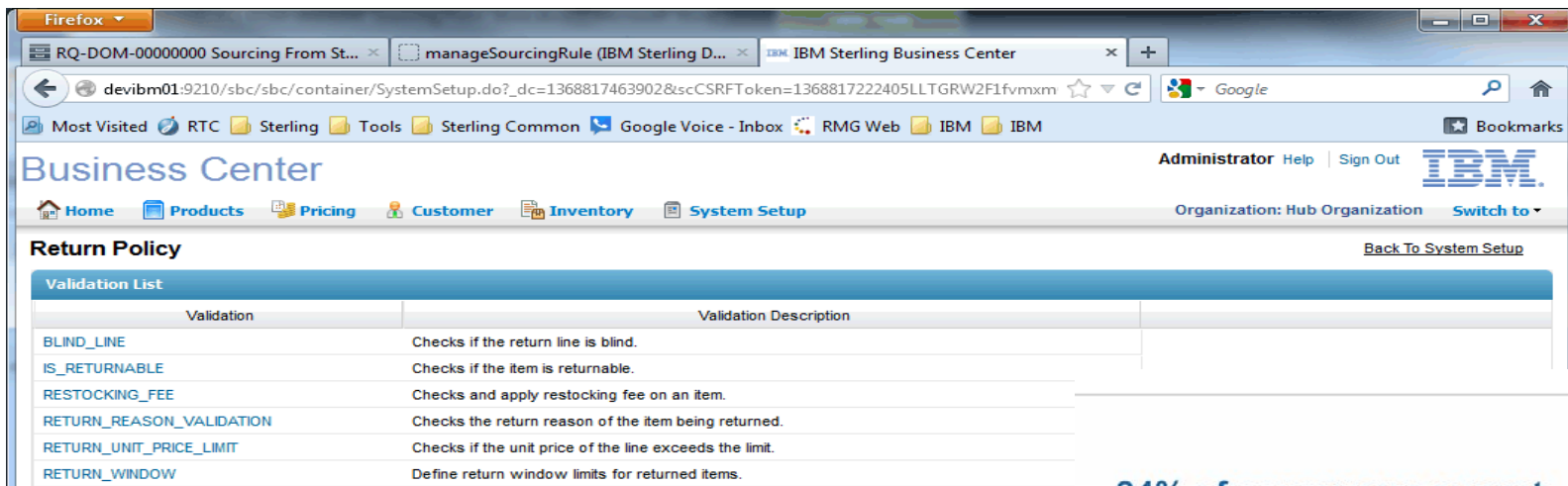
Returns Enhancements

- **Implement fair and consistent return policies**
  - Define and maintain return policies
  - Re-pricing of returns including promotions
  - Allow blind returns with item's lowest price
  - Smart matching for return receipts
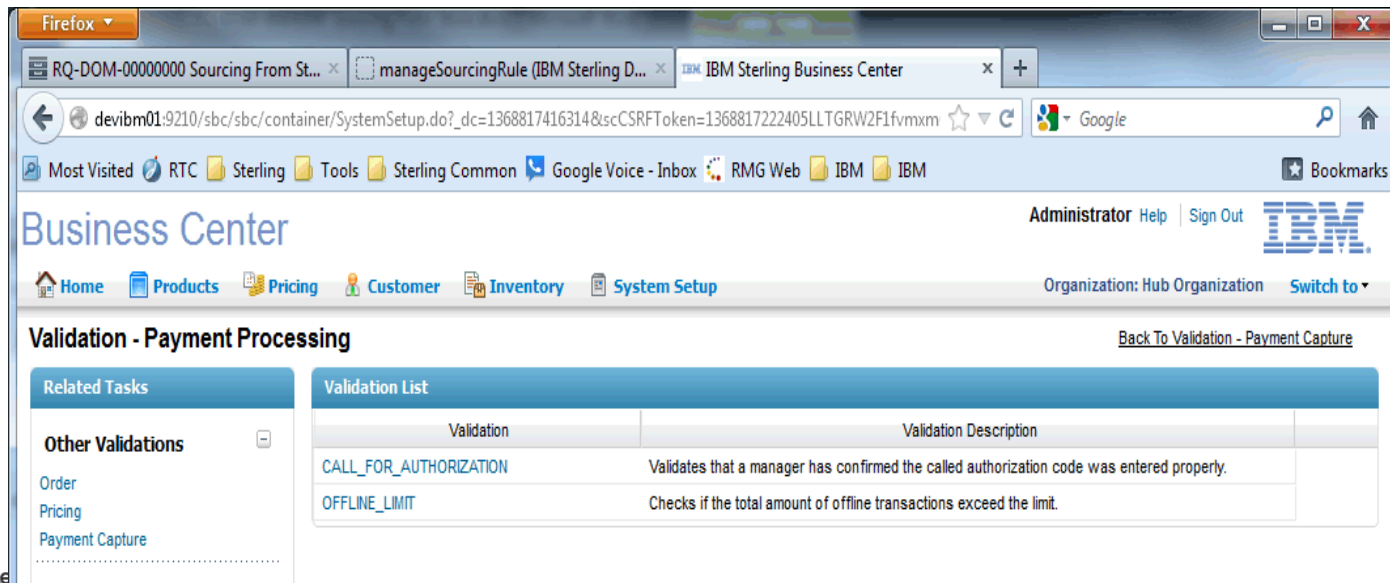 - Easy returns for cross channel orders

84% of consumers expect cross-channel returns to the store. [1]

Manager Overrides

- Flexible framework to define validations for coupons and discounts and provide conditions under which the manager approval is mandatory for an override.

- Individual modules will use this framework
  - Off-line payment tender limits
  - Exceeded number of coupons per transaction
  - Item not on file

Order Management Enhancements

- Loyalty Programs Integration
  - Record participation in a Loyalty program
  - Call out to Loyalty management system at key touch points
- Taxation
  - Miscellaneous enhancements to identify charge groups as taxable
- Cross-Channel in the store
  - Buy online, return in store
  - Buy online, modify in store
  - Endless aisle in store (Cash and Carry and Ship To Home in the same transaction)
 - Alternate store pickup

Ease of Upgrade

- Incremental Capabilities
- Backward Compatibility
- Schema changes non-intrusive

Store Based Pricing for Sterling Store

- Flexibility and predictability for store licensing model
  - New way to licensing Sterling Store – by size of store
  - Flexibility to switch between device formats

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Enterprise and Advanced Add-on
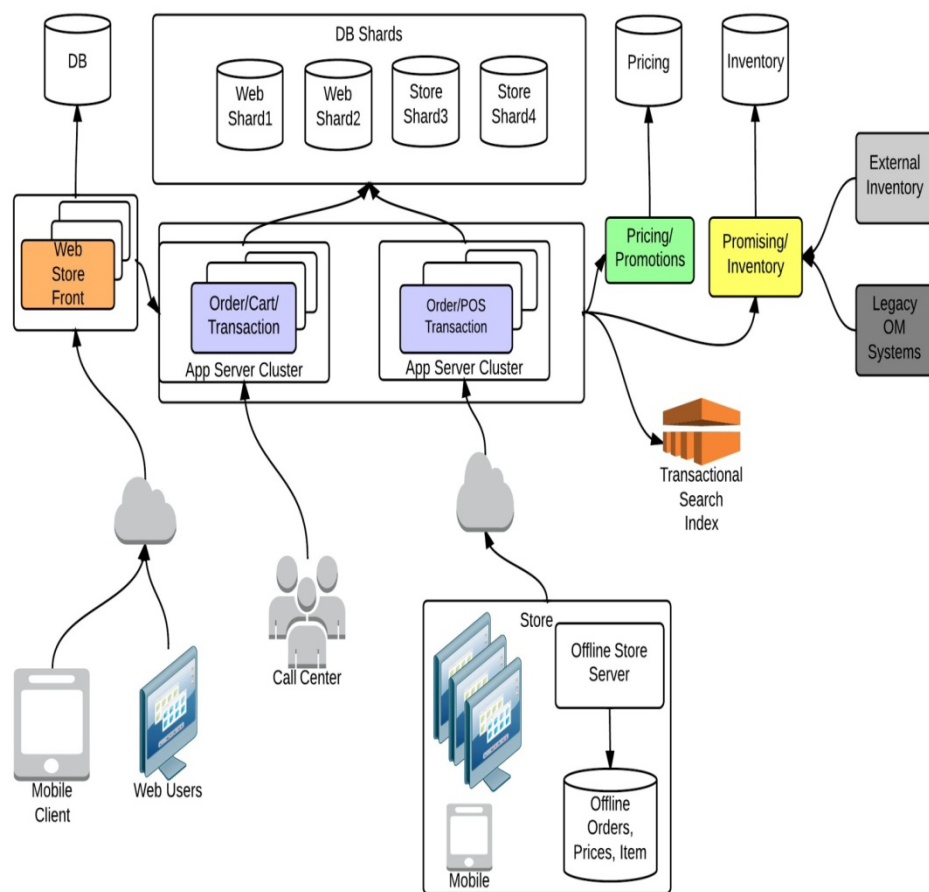
Innovative design that understands and exploit sharding technologies

- Separate inventory and promising from order execution to enable each to scale separately
- Allows sharding by enterprise as well as within enterprise
- Prepares you for exponential omni-channel volumes
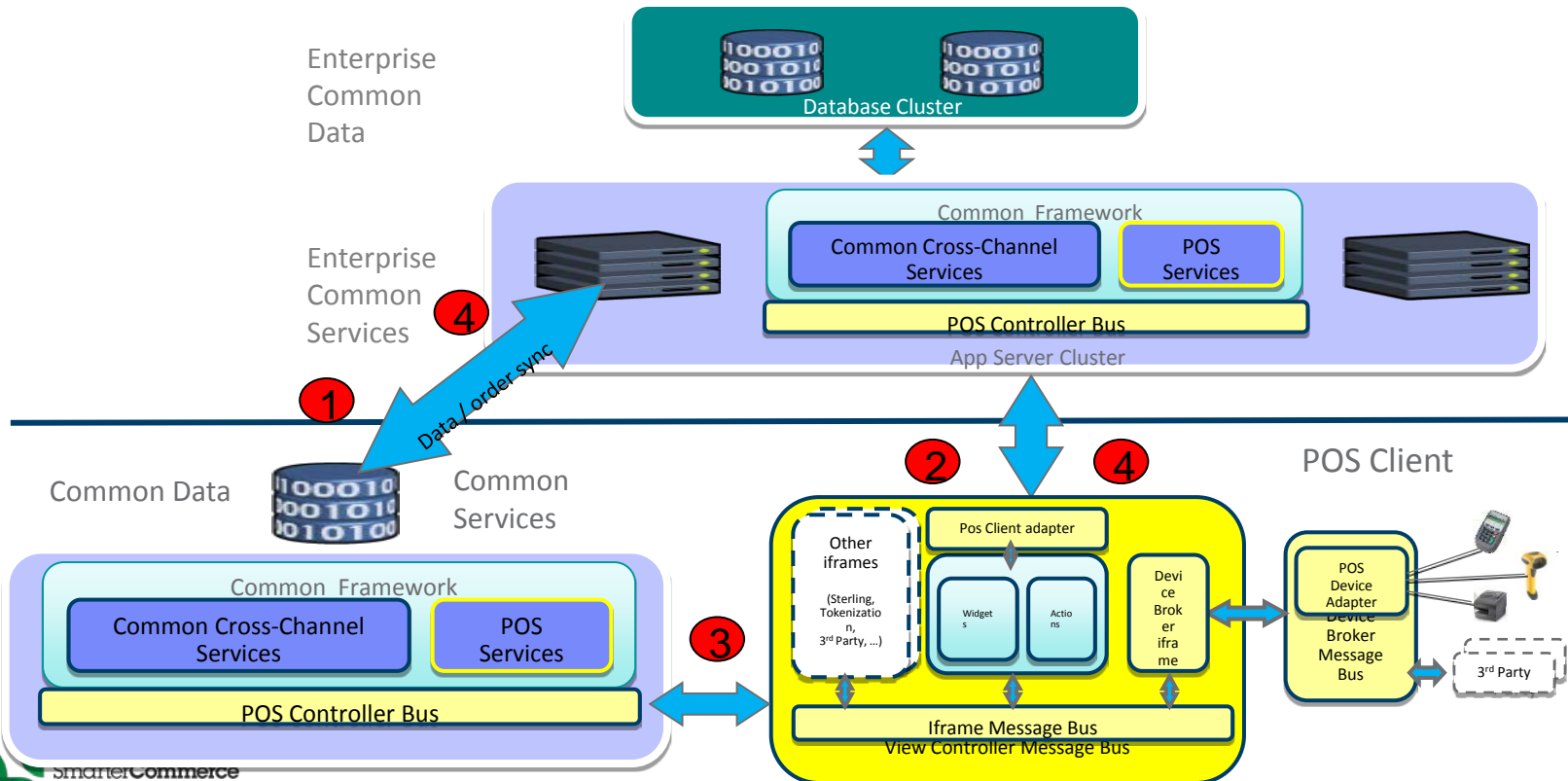- Enables alternative business models like marketplaces

OM Enhancements - Technical

- Data Synchronization for offline server
- Misc
  - Configuration by store/lane type
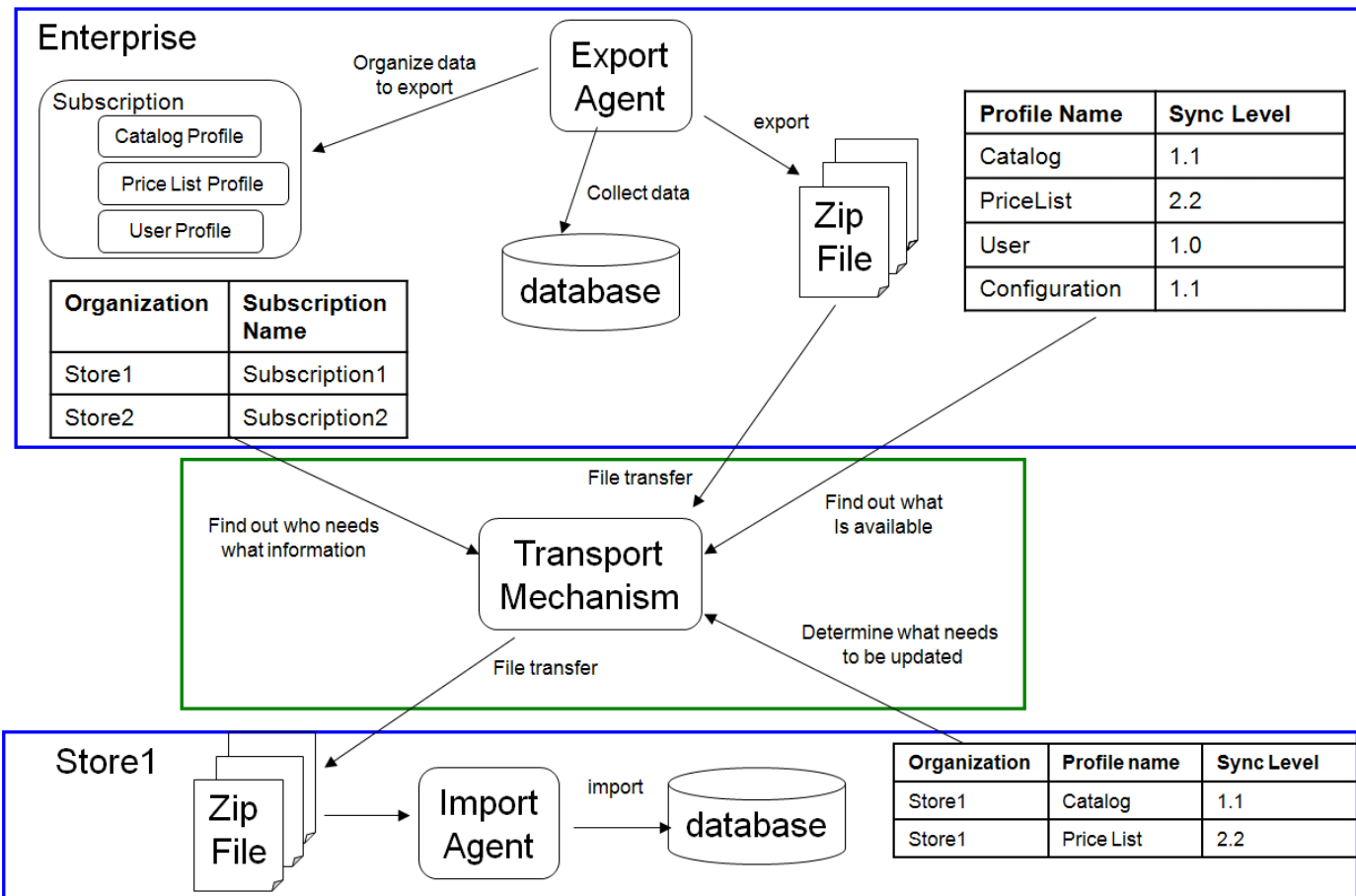 - Internal UEs/Events

Data Sync Architecture

Tool for synchronizing information and data for offline scenarios
- Communication between corporate servers and store backup servers
- Continuity of operations at the store
- Intuitive interface for business user

Data Sync Architecture

Configuring Data Sync

What are the IBM Early Access Programs?

- **Objective of Early Design Program**
  - *Benefit to customer – provide their requirements to PM and Development on the new functionality*
    - Show screen mock-ups and eventually demos of the new or enhanced features of the upcoming release to obtain their input on design
    - Prioritize the customer input to determine what can be included in this release and what input needs to be deferred to the next release

- **Objective of Beta Program**
  - *Benefit to customer – focused "hands on testing" with the new/enhanced capabilities and online forum to exchange input and experiences.*
    - Provide software to the beta testers for testing of the new or enhanced capability.   Beta testers can determine which functionality they want to test.
    - With beta id access, will have access to the beta software and the forum to provide input, questions and issues.
    - Regular scheduled communication meetings