



# IBM STERLING ORDER MANAGEMENT EXTENDED PROFILE



OVERVIEW

FEATURE OVERVIEW

The IBM Sterling Order Management System (often called IBM Sterling OMS or IBM OMS) delivers a unified platform for managing orders, inventory, and warehouse operations across complex supply chains.

## WHAT HAPPENED TO IBM STERLING WMS?

In 2021, GXO Logistics took over IBM Sterling WMS when IBM sold off its Managed Infrastructure Services business. Although IBM no longer handles the platform, GXO continues to support it, providing updates and improvements for users.

## KEY FEATURES

- **Order orchestration and routing**: Automate order capture, sourcing, and fulfillment rules to deliver accurate, on-time shipments.
- **Intelligent promising**: Calculate available-to-promise and capable-to-promise across all channels and locations in real time.
- **Inventory visibility**: View stock levels at DCs, stores, and supplier locations to minimize stockouts and overstocks.
- **Store engagement**: Enable BOPIS, ship-from-store, in-store returns, and mobile inventory tasks for associates.
- **B2B and B2C support**: Manage complex B2B orders with multiple participants and deliver seamless omnichannel experiences for retail and e-commerce.
- **Integration and extensibility**: Connect with ERP, CRM, transportation, and trading-partner networks via open APIs and Sterling Data Exchange or VAN.

## DEPLOYMENT OPTIONS

IBM Sterling OMS supports flexible deployment to match your IT strategy:

- SaaS on IBM Cloud for rapid time-to-value and automatic updates.
- On-premises or in private cloud using certified containers on Red Hat OpenShift for full control.
- Hybrid configurations to blend cloud agility with on-site operations.

## IBM USE CASES ACROSS SUPPLY CHAIN OPERATIONS

- **Streamline B2B order fulfillment**: Automate complex, multi-enterprise workflows and reduce manual touches across trading partners.
- **Accelerate omnichannel delivery**: Synchronize inventory in real time, ensuring consistent order fulfillment, whether direct-to-consumer or wholesale.
- **Optimize warehouse efficiency**: Use embedded WMS tools to plan, execute, and monitor warehouse tasks, from pick-pack-ship to returns processing.
- **Enhance customer service**: Give call center agents a unified view of orders, inventory, and shipment status, reducing call times and error rates.

## INDUSTRYFIT

- **Retail & eCommerce**: Manage seasonal peaks, curbside pickup, and online marketplaces.
- **Healthcare & life sciences**: Ensure traceability of medical supplies, temperature-controlled products, and regulated materials.

- **Manufacturing & distribution:** Coordinate multi-site production, cross-dock, and drop-ship processes.



## SOFTWARE SPECIFICATION

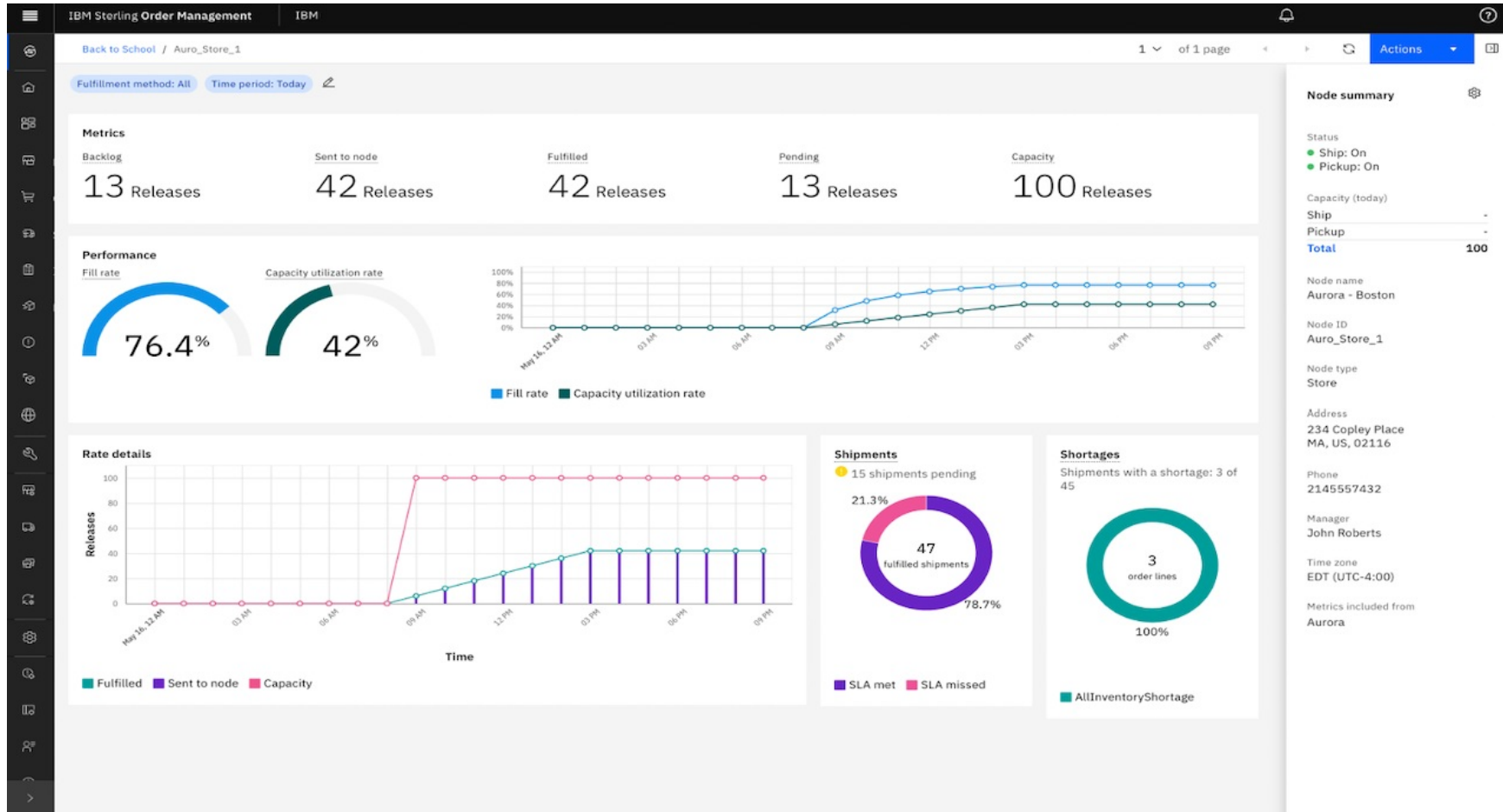
<b>OVERVIEW</b>	
<b>PRODUCT NAME</b>	IBM Sterling Order Management
<b>PLATFORM</b>	
<b>CLOUD</b>	✓
<b>INSTALLED</b>	✓
<b>BUSINESS SECTOR</b>	
<b>3PL</b>	✓
<b>MANUFACTURING</b>	✓
<b>RETAIL</b>	✓
<b>WHOLESALE</b>	✗
<b>PRODUCT TYPE</b>	
<b>PERISHABLE</b>	✓
<b>NONPERISHABLE</b>	✓
<b>SOFTWARE FEATURES</b>	
<b>BARCODING/SERIAL TRACKING</b>	✗
<b>BILLING</b>	✗
<b>CROSS DOCKING</b>	✓
<b>FORECASTING</b>	✓
<b>INVENTORY MANAGEMENT</b>	✓

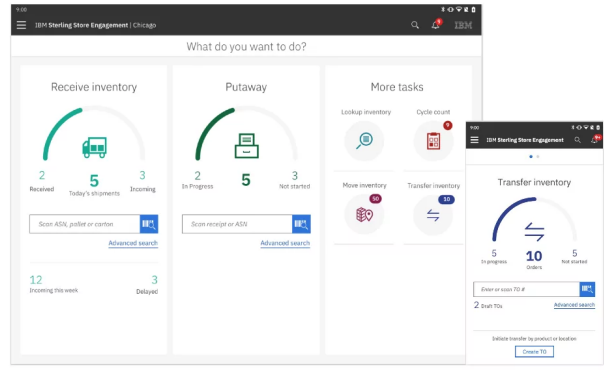
KITTING	✓
ORDER MANAGEMENT	✓
PART TRACKING	✓
PICKING & PACKING	✓
PRODUCT ROTATION/SHELF LIFE	✓
PURCHASING	✗
REAL-TIME DATA	✓
RECEIVING & PUTAWAY	✓
REPORTING & ANALYTICS	✓
RETURNS/RECALLS	✗
SHIPPING MANAGEMENT	✓
STAGING	✗
THIRD PARTY PLUGINS	✓
WAREHOUSE MAP	✗
WIRELESS WAREHOUSE	✗
WORKFORCE/LOAD MANAGEMENT	✓
YARD MANAGEMENT	✓
<b>PLUGINS/INTEGRATIONS</b>	
AMAZON	✗
EBAY	✗
SALESFORCE	✗
QUICKBOOKS	✗
ERP	✓
OTHER ORDER MANAGEMENT PLATFORMS	✓
MICROSOFT DYNAMICS	✗

SAP	✗
<b>MOBILE</b>	
ANDROID APP	✗
IOS APP	✗
OTHER CAPABILITIES	✓
<b>CUSTOMER SIZE</b>	
SMALL	✗
MEDIUM	✓
ENTERPRISE	✓
<b>OTHER FEATURES</b>	
MULTI WAREHOUSE	✓
MULTI CURRENCY	✓
CUSTOMIZABLE	✗
<b>FURTHER INFORMATION</b>	
PRICING	Pricing not available



## SOFTWARE SCREENSHOTS





Session 1 | Home | New session

Find an order: Search for an order by order number. You can also search order by email address or phone number of the customer.

Acme Inc (100001981) | Active

Customer details: Contacts (3), Orders (3), Returns (2), Draft orders (1)

Business profile: Panel customer: HR-CR01

Membership details: Vertical: .

Default addresses: Shipping address: Enter or scan TO #, Draft TOs