Order Management System (OMS)

An order management system (OMS) is a centralized platform that manages the complete lifecycle of retail transactions, from order placement through fulfillment and returns. Serving as the backbone of omnichannel retail operations, an OMS intelligently coordinates inventory, fulfillment, and customer service to deliver a seamless, consistent, and engaging brand experience across all touchpoints.

Success story

Omnichannel Quality Assurance for a Home Furnishing Retailer

Client:

A large North American home furnishing retailer

Solution:

We engaged early to review requirements and resolve design gaps, delivered functional QA for Manhattan Active Omni with 3000+ test cases, and provided end-to-end support from integration and UAT to post go-live.

Impact:

- **50% reduction** in regression effort, improving QA efficiency.
- **2,000+ defects identified,** leading to improved product quality.

Enterprise Integration for Omnichannel Transformation

Client:

A large North American specialty apparel retailer

Solution:

We led Manhattan systems design and new integrations, replaced legacy platforms with Azure, and delivered end-to-end QA across Manhattan Active Omni and connected systems with 3000+ test cases. We ensured performance readiness for 3x current sales, supported integration, UAT, and post go-live activities, and continue to provide ongoing production support for the client.

Impact:

- **Global inventory** and order orchestration across all locations.
- **Standardized 75+** omnichannel integrations, reducing complexity.

Services Offered

- Advisory and consulting
- Enterprise architecture services
- QA strategy and execution
- Configuration and extensions
- Integration services
- Application maintenance and support
- Performance benchmarking
- Insights and intelligent offering

Benefits

- Optimized stock placement
- Orchestrated order processing
- Superior customer experience
- Scalability and business growth
- Reduced time-to-market
- Cost effective and competitive TCO

To connect with our experts and know more, please reach out to us at **cloud_transform@zensar.com**

Zensar services

- Application services
- Artificial Intelligence
- Cloud Infrastructure and Security Services
- Data engineering and analytics services
- Marketing and engagement
- Product and Platforms