



KIBO ORDER MANAGEMENT DATASHEET

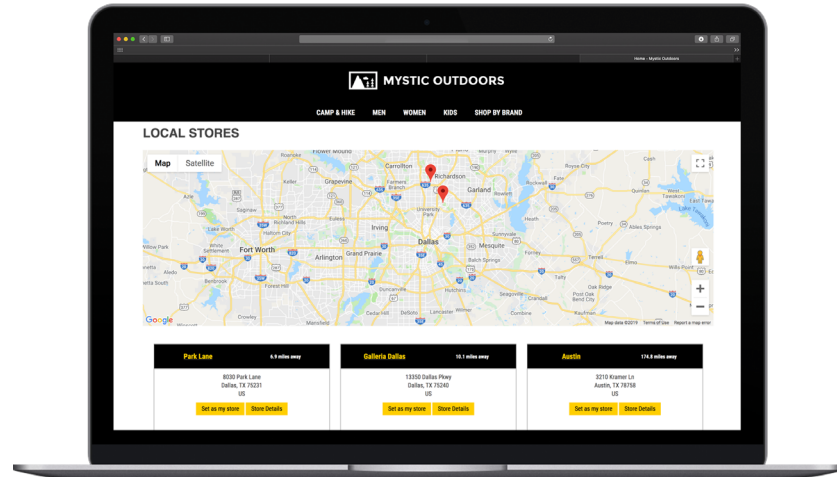
A UNIFIED HUB FOR OMNICHANNEL COMMERCE

Kibo Order Management is a flexible, cloud-based solution that enables retailers to quickly deploy and evolve dynamic fulfillment models that drive revenue and meet customer demands.

Built on a highly extensible and modular framework, Kibo makes it easy to introduce new revenue streams and serve customers whenever and wherever they buy. Break down data silos and sync inventory, order, and customer data across every channel for a holistic, real-time view of your business. With Kibo, your teams can quickly pivot as your business evolves – with maximum usability and a low total cost of ownership.

“The biggest thing for us with Kibo is that they offer an end-to-end solution. When we look at order management, having all of our features with one partner makes it easy for us to execute on a day-to-day basis.”

- MIZUNO



KEY BENEFITS

- *360-degree view* of inventory, orders, & customers
- *40% attachment rate* for BOPIS orders
- *150% growth* in online-to-offline business
- Increased *speed to market*
- One data model, one order, one view of the customer *all on one platform*

KEY FEATURES

- **GLOBAL INVENTORY VISIBILITY:** View accurate, real-time global inventory from across locations & channels
- **OMNICHANNEL FULFILLMENT:** Deploy convenient fulfillment options including BOPIS, ship-to-home, drop ship, & more
- **BPM ENGINE:** Define custom business rules, workflows, & fulfillment states
- **INTELLIGENT ORDER ROUTING:** Automate routing decisions that optimize for factors such as cost & service levels
- **CATALOG MANAGEMENT:** Manage & update product data across channels from a single admin
- **ROLE-BASED INTERFACES:** Adjust to changing conditions in just a few clicks with dedicated UIs
- **CROSS-CHANNEL SALES:** Capture & manage online, offline, & cross-channel orders-including returns
- **MOBILE POINT OF SERVICE:** Capture payments, fulfill orders, & assist customers from anywhere
- **ANYWHERE RETURNS:** Accept & manage returns at any location, regardless of where the order was placed
- **CONTINUOUS RELEASES:** Automatic & backward compatible feature releases & security updates

THE KIBO DIFFERENCE

FUTURE-PROOF FLEXIBILITY

Order management should be more than rigid frameworks or out-of-the-box templates – it should align with your strategy and long-term vision. Kibo Order Management is architected for future-proof flexibility, so you can adapt to evolving business needs and market demands.

Leverage predefined workflows and proven best practices to test new sales channels or emerging markets, or create custom workflows with the BPM engine to meet your specific requirements. Teams can quickly deploy modular omnichannel fulfillment models including:

- Buy online, pick up in store
- Reserve online, pick up in store
- Ship-to-home
- Vendor drop ship
- Ship-to-store

The Kibo platform is infinitely flexible and extensible, allowing you to drive digital transformation or modernization initiatives efficiently and profitably. With Kibo, it's business on your terms and at your pace.

PERSONALIZED & CONVENIENT CUSTOMER EXPERIENCES

Customers expect personalized service each and every time they interact with your brand – whether online, in the field, or in retail stores. To meet those expectations, you first need a 360-degree view of your customers. Kibo unifies cross-channel data to empower your teams to consistently deliver personalized experiences at scale at each step of the customer journey. View up-to-the-minute inventory from across channels, optimize picking and packing with guided task management, offer personalized product recommendations during order fulfillment and post-sale interactions, and more. Kibo Order Management provides your teams a single point of truth for customers, orders, and inventory in real-time, so they can execute personalized experiences and store operations more efficiently.

INNOVATE WITH CONFIDENCE

It takes a village to unify commerce operations. That's why Kibo provides a flexible integration and extensibility framework built on the power of the cloud, so you can modernize your business without disrupting existing processes or taking on the complexity of managing the infrastructure.

Kibo Order Management is built using an API-first approach, allowing you to seamlessly integrate with critical retail systems such as ERP and warehouse management systems and maintain the integrations with each release. Upgrade individual tenants as new features are released or opt for a continuous delivery model, so you're always operating on the latest version.

Rest easy knowing your business is secure and leverage fully-managed hosting and security with no additional cost or effort, including:

- Level 1 PCI DSS compliance
- SOC 2 + SOC 3 compliance
- Web application firewall (WAF)
- 24x7 performance monitoring

With Kibo, you can confidently meet growth goals and customer expectations across channels without compromising performance, security, or scale.

KEY CAPABILITIES

- **UNIFIED TOOLSET:** Intuitive tools & UIs for stores, fulfillment partners, & customer service teams
- **CUSTOMER ENGAGEMENT:** Provide personalized customer experiences at every touchpoint
- **ENDLESS AISLE & SAVE THE SALE:** Increase product mix & capture additional sales from anywhere
- **SEAMLESS INTEGRATIONS:** Easily connect to existing technologies on our API-first platform
- **CLOUD-NATIVE:** Scale efficiently & effortlessly with ready-to-use commerce services
- **FLEXIBLE DEPLOYMENT:** Deploy across private, public, or hybrid cloud environments

LEADING BRANDS PARTNER WITH KIBO



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WANT TO LEARN MORE?

We provide cloud commerce solutions inspired by your needs and designed to empower your teams. We're at your side, committed to your financial success in an unpredictable world. Together, we can see further, think bigger, and climb higher.

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