Fujitsu GLOVIA® OM

Enterprise Business Capability (EBC) Solution

First coined as "ERP" by Gartner in the 1990s, Enterprise Resource Planning were a collection of system-based capabilities centering on Manufacturing. In three decades, ERP has evolved from its 1st generation – a broadly applicable suite of core and integrated applications to run businesses across many industries, to its 2nd generation marked by web-based extensions for real-time access, to its 3rd generation, Post-Modern ERP.

Post Modern ERP has been a strategic focus in recent years to better integrate and extend business and operational business capabilities to selectively combine the original core ERP capabilities (such as finance, HR, purchasing, manufacturing and distribution) with other applications that are more service centric or operationally centric. For operationally centric industries such as Retail, extensions to Order and Inventory Management, Supply Chain and Commerce applications have been part of that focus.

Beyond 2020, Gartner has stated that Post Modern ERP era has evolved once again to "EBC" or Enterprise Business Capabilities. This new era of business effectively re-orients the ERP market to focus from technology capabilities to business outcomes, user and consumer experience.

shaping tomorrow with you

We've always defined ERP as the core processes needed to run a business:

- Pricing
- Purchasing & Receiving
- Supply Chain & Inventory Management
- Product Development & Manufacturing
- Marketing & Sales
- Customer Service
- Order Management & Shipping

GLOVIA OM, launched in 2008 as an Order Management solution native to the Salesforce® Platform, has evolved to add business functions for nearly all core processes required to run your business today, still within the Salesforce Platform. This combination results in a uniquely customer-centric EBC. Moreover, GLOVIA OM's modular design allows businesses to choose only the EBCs they need, and as business demand changes over time, other modules can be enabled or disabled on-demand.

As we move deeper into the EBC era, companies will focus more on their alignment with complex consumer demands as well as greater intimacy with individual customers. This shift certainly will affect many EBC functional operations, how they are used and how they work with other integrated and non-integrated solutions and services. Because GLOVIA OM is native to the Salesforce Platform, the ability to swiftly react to sales, marketing and customer demand is inherent in the solution. This makes GLOVIA OM one of the few low-code / no-code EBCs on the market today.

Customer Inquiry
Create Opportunity

Customer Quote

Your Company

Customer Order

Customer

Sales Quote

Sales Order

Request for Quote

Field Service

Shipping

GLOVIA® OM
Built on the Salesforce® Platform

Purchase Order

Invoice

Suppliers

Packing

Work Order

Sales Order Fulfillment

Receive Purchase Order

Supplier Quote

Picking

Create PO

Receive PO

SO Fulfillment

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GLOVIA OM EBC Capabilities

GLOVIA OM is fully equipped with the capabilities for EBC including:

- The ability to manage foundation information like master data (accounts, products, pricing etc.)

- Integration with financial and accounting systems that contain information for all transactional data

- Dual currency, multi-currency and unit of measure conversions

- End-to-end capabilities for managing people, products, customers, accounting, inventory planning and supply chain management

A Commerce Engine like No Other

At the heart of the solution are GLOVIA OM's Intelligent Allocation Engine and Orchestration Hub that interconnect and synchronize up and down stream workflows:

- Demand Forecasting
- Materials and Production Planning
- Inventory Management, Flow and Positioning
- Service Execution
- Fulfillment Management
- Customer Service

The resulting benefits are shortened quote to cash cycles, reduced risk, optimized production and inventory, as well as true end-to-end visibility across all processes, products, sales and services.
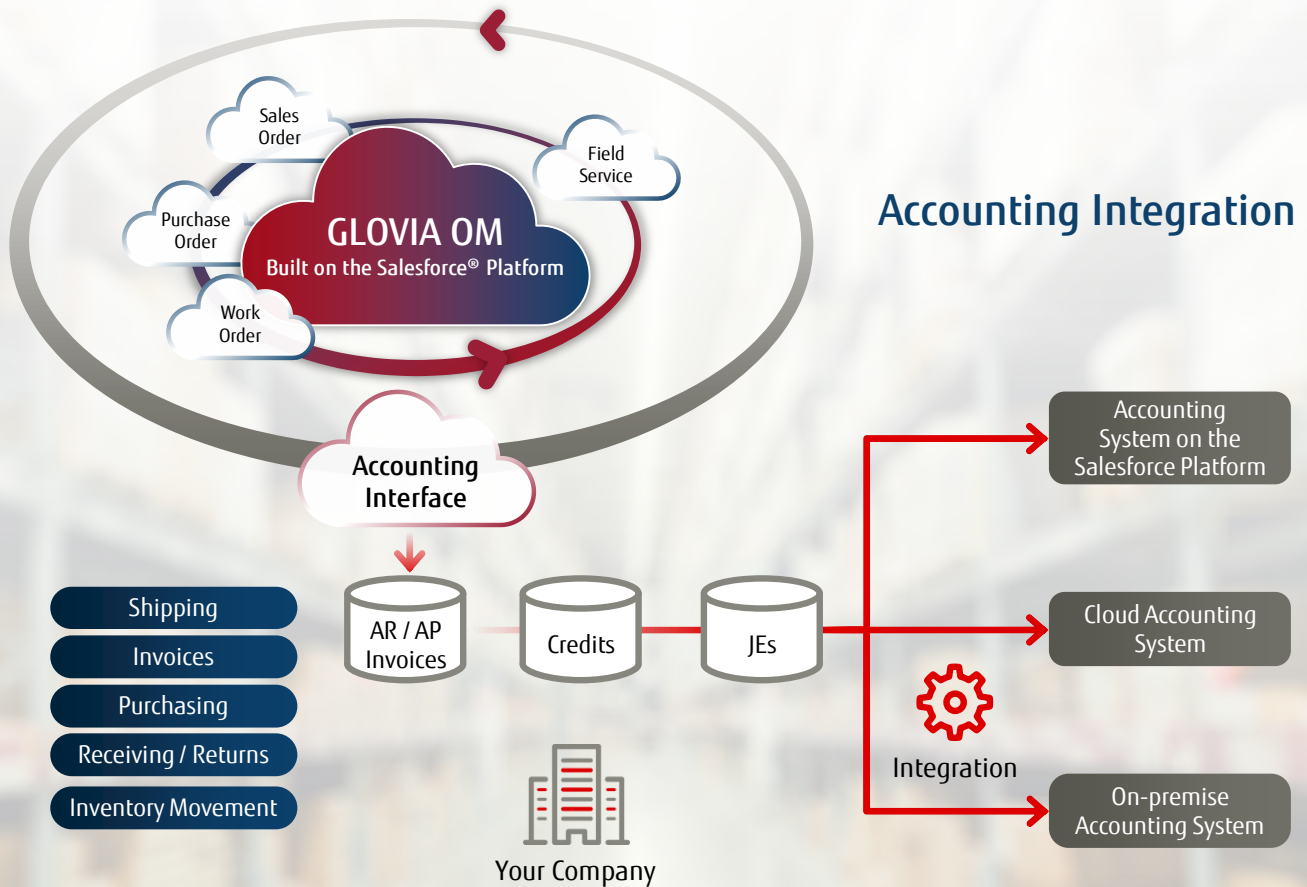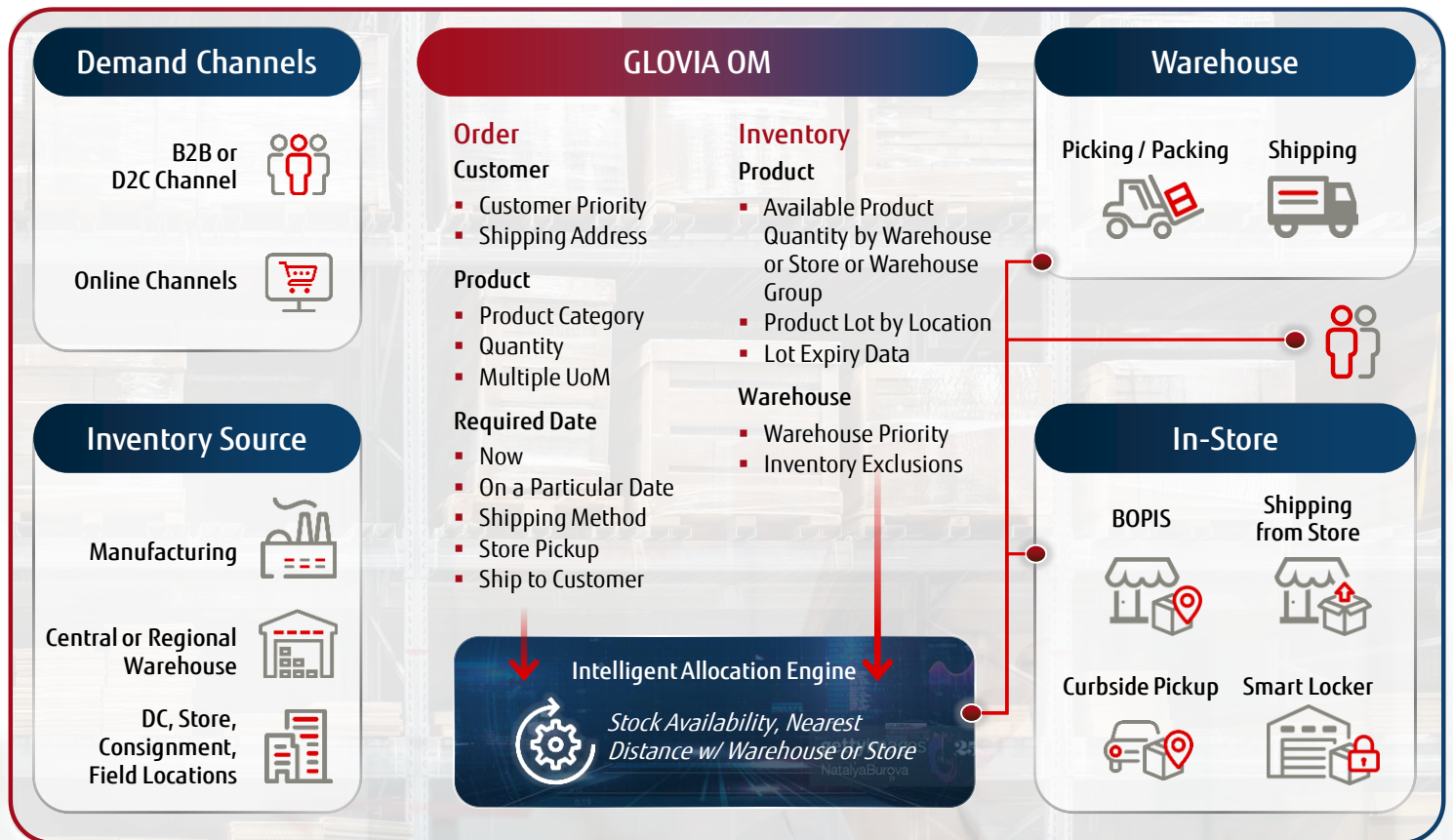
Empower Teams at All Customer Touchpoints

Your direct (customer service, sales, agents, resellers) and indirect (back office operations, inventory management associates) contact channels can immediately access data, with the ability to automate workflows dynamically.

Enable Intelligent Order Routing and Multi-shipping

Order routing and multi-ship choices that follow your business rules and priorities to help lower costs, balance inventory, and improve customer satisfaction.

Demand Channels

B2B or D2C Channel

Online Channels

Inventory Source

Manufacturing

Central or Regional Warehouse

DC, Store, Consignment, Field Locations

GLOVIA OM

Order

Customer
- Customer Priority
- Shipping Address

Product
- Product Category
- Quantity
- Multiple UoM

Required Date
- Now
- On a Particular Date
- Shipping Method
- Store Pickup
- Ship to Customer

Inventory

Product
- Available Product Quantity by Warehouse or Store or Warehouse Group
- Product Lot by Location
- Lot Expiry Data

Warehouse
- Warehouse Priority
- Inventory Exclusions

Intelligent Allocation Engine

Stock Availability, Nearest Distance w/ Warehouse or Store

Warehouse

Picking / Packing

Shipping

In-Store

BOPIS

Shipping from Store

Curbside Pickup

Smart Locker

Enrich All Commerce Platforms

Bridge the gap between your commerce platforms and your existing back-office processes through exemplary order and inventory orchestration. All without ripping and replacing legacy solutions.

Support D2C, 3rd Party Distributor, Dealer and Agency Models

Effectively position inventories for your fulfillment operations, dealers and agency channels to match demand, maximize revenues and minimize inventories.

Seamlessly Integrate with Marketplaces

Support any modern marketplace with open APIs. Create improved inventory visibility, increase revenue, and provide exceptional customer experience.
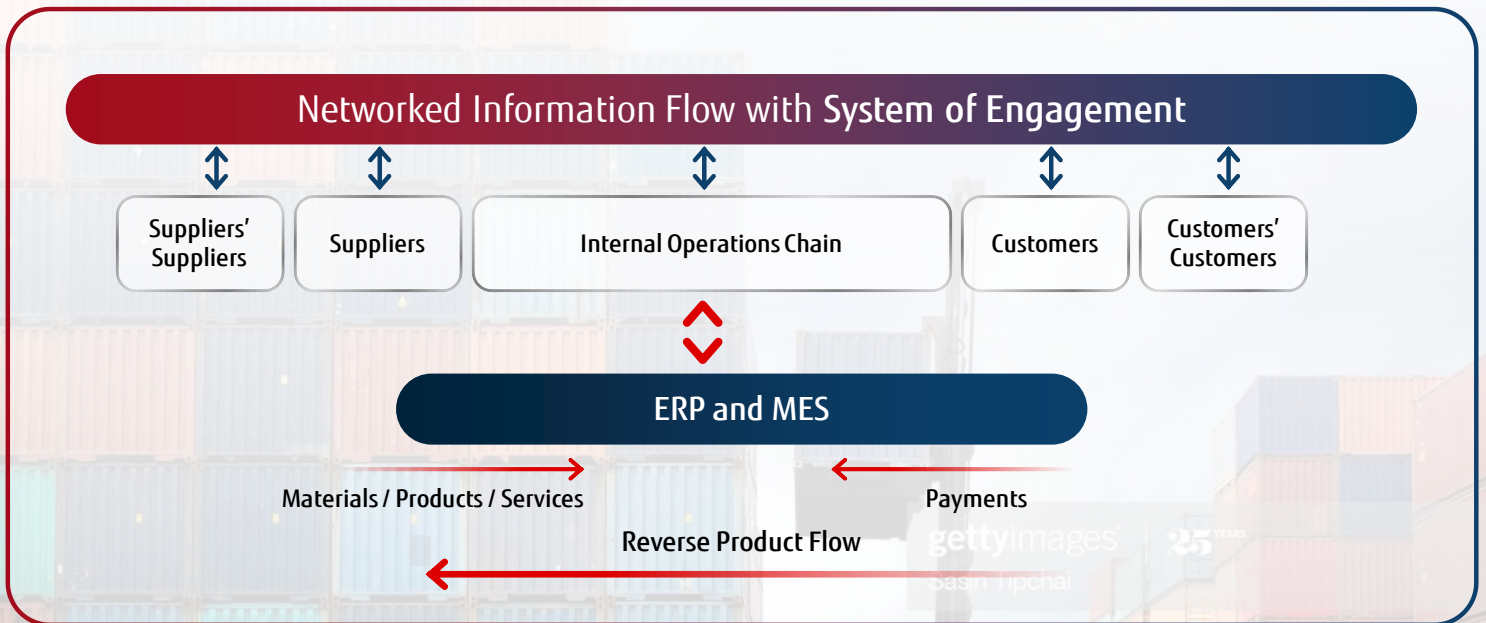
Robust Real-time Reporting, Analytics & AI

Access on-demand reports and apply analytics across any aspect of the operation of the business. Predict and respond to changing market conditions at lightning speed.

Discover insights through the power of Einstein AI to add greater precision to decision making and create what-if models with greater probable business outcome accuracy.

GLOVIA® OM Supply Chain Management

GLOVIA OM incorporates collaboration between the channel master and one or several partners of the supply chain and information sharing across an integrated electronic network with cross-organization teams for multi-company collaborations. Retailers may send POS sales info to suppliers each time a consumer purchases an item to trigger the production of a replacement. This end-to-end visibility allows networks to function as a virtual company.

Networked Information Flow with System of Engagement

| Suppliers' Suppliers | Suppliers | Internal Operations Chain | Customers | Customers' Customers |

ERP and MES

Materials / Products / Services

Payments

Reverse Product Flow

GLOVIA® OM's full list of capabilities includes

Sales	Quotes Sales Orders Fulfillment	Returns Pricing Promo – *Products, Services, Shipping*	Channel Partner Mgmt. *Dealers, Agents, Distributors* Convert SQ to Cons SO	Back-to-Back SO & PO Order VAT Value Added Services
Purchasing	Requisition Request for Quote Supplier Quote	PO PO Receipts Return to Supplier	Supplier Pricelist Drop Ship Back-to-Back PO / WO	AP Invoice
Manufacturing	WO Bill of Material Routing Costing	Receiving Tolerance APIs Back-to-Back PO / WO P&L Reports	Labor Resources Inventory Sub-contract Manufacturing	Capacity Planning Manufacturing Calendar
Product	Product Master Kitting	Product Attributes *Style, Size, Color*	Cross/Up Sell Substitutions	Advanced Pricing
Planning	MTO PTO	ROP MRP	MRP CPO to WO Conversion	MRP CPO to PO Conversion
Inventory	Inventory – *WH, Location, Serial, Lot, Cons.* Transfer Orders	Tracing – *Lot, Serial* Inventory by Bin Channel Partner Inventory	Tracking Inventory Integration Enhanced Inventory	Inquiry SF1 / Mobile Inventory Inquiry
Accounting	AR Invoice AR Credits	AP Invoice AP Credits	Accounting Interfaces Staging Objects	Order VAT on AR Credit VAT Rounding on AR Credit
Field Service	FS Estimates FS Quotes Service Tickets	FS Invoices FS Inventory Assets	Product Requisition Manage Assets GEO Codes	Add Actuals w/o Estimates Inventory by Bin
GLOVIA OM Accelerators	Gantt Chart Appointments Google Maps Allocation Management	Forecasts Sales / Account Plans Advanced SAP Pricing	Quantity / Volume Contract Farm Field Visits SAP / Oracle Integration Framework	Subs and Cuts Offline Apps Barcode Scanning Sales Quotes by Product Margins

Fujitsu GLOVIA OM extends Salesforce Clouds' core functionalities to deliver a true system of engagement that empowers customer-centric teams to streamline orders and inventory management; eliminating inefficiencies, increasing sales productivity and enhancing customer experience.

Whether it's Fulfillment and Inventory teams, Catalog Managers, Supply Chain and Distribution operators, Channel Partners, Store Manager and Sales Associates or Customer Service Agents, GLOVIA OM offers a single platform, user experience and connected data to truly meet today's stringent demands for EBCs.

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Contact us to learn more about GLOVIA OM's EBC capabilities

gloviaom.com/2hrassessment »

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