



Fujitsu GLOVIA® OM
B2B Commerce
for a rapidly
changing
marketplace



GLOVIA® OM by Fujitsu is a cloud-native, SaaS B2B Commerce solution built on the Salesforce® Platform, delivering a fast, flexible and easy to deploy Order Management solution designed to adapt to ever changing business demands.

It's no secret that B2B Commerce is changing at a faster pace. New channels seemingly appear over-night and B2B opportunities are constantly shifting and adapting to marketplace dynamics.

Businesses must adapt quickly to marketplace changes and to do so, must have a resilient and agile Order Management solution that can pivot as quickly as business strategy dictates.

GLOVIA OM by Fujitsu is designed for ultimate agility and responsiveness to fast changing business demands. Built on Salesforce's cloud-native, no-code / low-code application architecture, GLOVIA OM can help B2B companies capture new channel selling opportunities as fast as they emerge.

Furthermore, GLOVIA OM can concurrently service B2B requirements for suppliers, distributors, resellers, channel partners, marketplace operators, as well as on- and off-line retailers all from a single application, something very few OM solutions can do today.

shaping tomorrow with you

GLOVIA OM's B2B Commerce solution is well equipped with all of the capabilities businesses need to manage all of their orders in real-time and across multiple channels. GLOVIA OM offers consumer-like B2B user experiences that are personalized, easy to use, and provides an extensive tool set as well as individual order visibility from end to end. Wherever you are in the B2B value chain, GLOVIA OM has what you need to keep your B2B channels synchronized and completely in your control.

 Multi-Brand Commerce Provides your B2B customers and channel partners with a single and simplified platform that enables them to purchase between different brands and business lines.	 Quick Order One click ordering, subscription orders, reordering and condensed targeted list of product categories to speed up and simplify the ordering processes.	 Content Management Integrate with other CMS systems, or manage rich product information directly on GLOVIA OM (product images, data sheets, and other product information).
 Return Management Generate RMA's against invoiced orders and easily restock items and issue credits.	 Inventory Insights Offer supplier's inventory insights to customers, manage alerts for out-of-stock items, and track back orders.	 Advanced Pricing Engine Create coupons, manage volume-based discounts for wholesale bulk purchasing, and price list management.
 Intuitive Mobile User Experience Streamline the experience for your end customers on their mobile devices.	 Drive Global Growth Multi-unit of measure (UOM), preferred UOM, multi-language, multi-currency and multi-site management.	 Order and Cart Management Add to wish list, including out of stock or other products, favorites and more.
 Data Empowered Cockpit KPI's dashboards at fingertips of Customer Service team to better serve their customers.	 Product Search Complex workflow of catalog search and buying experience.	 Reservations Pre-orders, reservations and soft bookings for intent to buy purchases before a transaction is completed.
 Quote Supports quote generation processes.	 Account Hierarchy Complex hierarchy account management.	 Document Generation Customized company-branded documentation.



Shipping Logistic

Shipping preference for FTL / LTL / CL and TMS integration.



Integration

Inventory management, multi-channel demand management, and ability to integrate with systems of record and ERP systems.



Contract Management

Ability to manage contracts and contract order management.



Account Credits

Managing account credit limits and behavior.



Customer Specific Pricing

Ability to maintain customer specific pricing.



Business Planning and Collaborative Forecasting

Ensure your team has visibility into future inventory demand through enhanced collaboration capabilities.



Support Make-to-Order, Assemble-to-Order and Drop Ship Workflows

Ability to associate specific products with suppliers for drop shipping PO's and ordering.



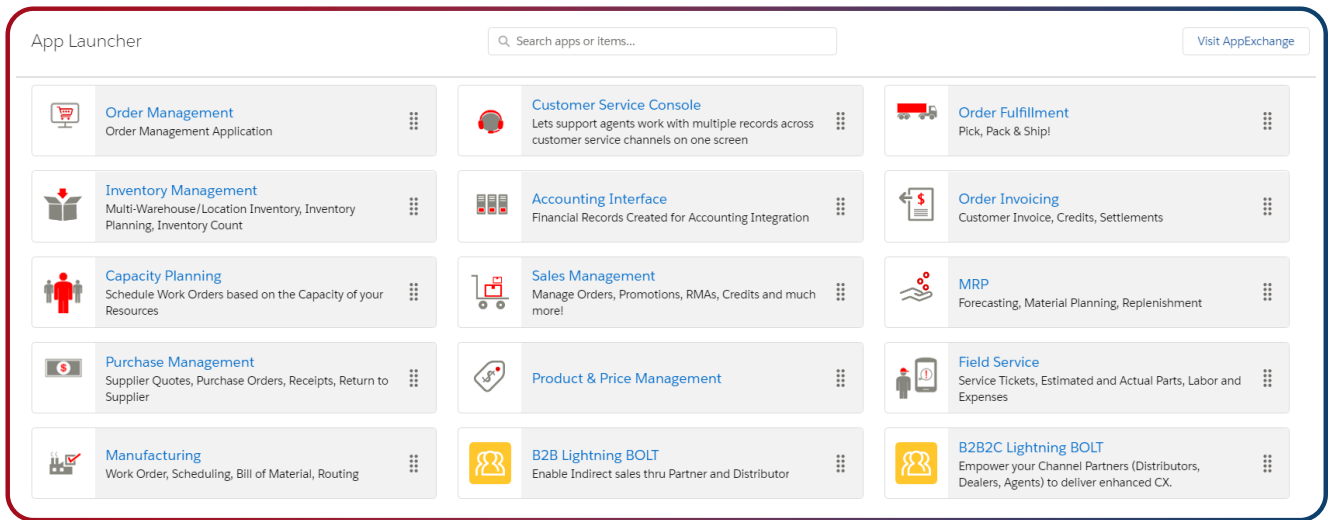
Product Catalog Management

Configure advanced capabilities like product kits and bundles, cross-sell, upsell and product substitution considerations, and product exclusion rules.

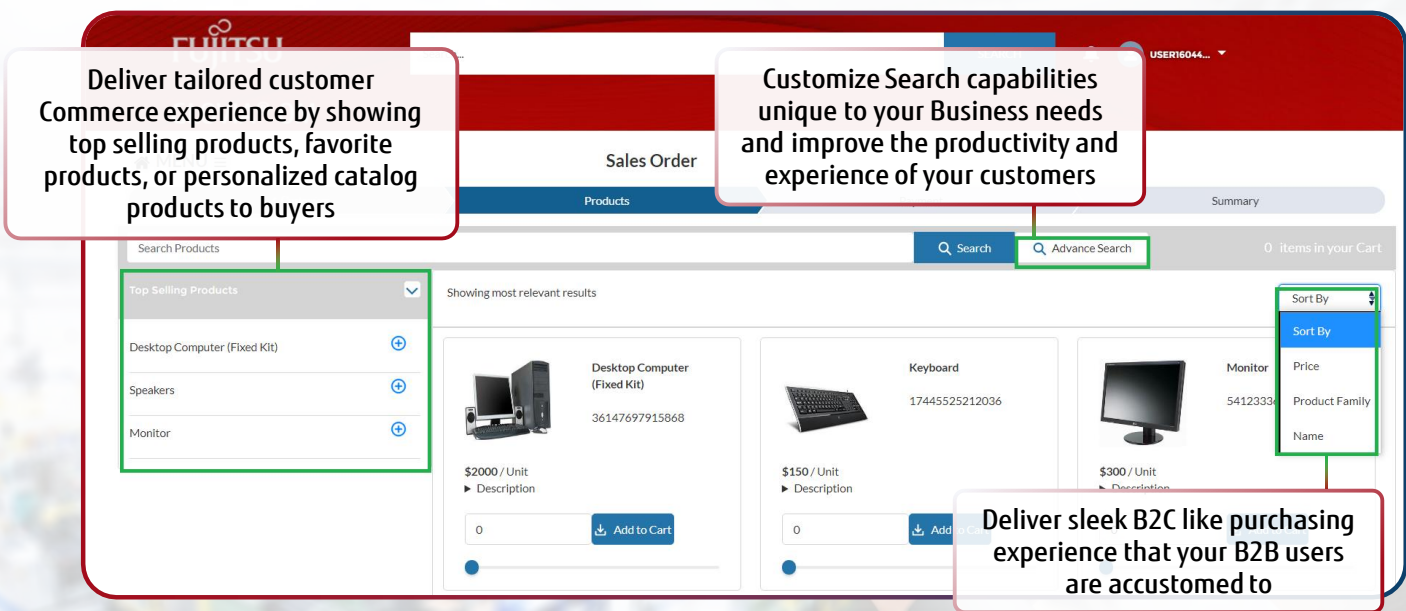
These are only part of GLOVIA OM's B2B Commerce capabilities. Fujitsu also offers many other innovative "accelerators" that help B2B companies create strategic competitive advantages across the channels and marketplaces they serve. New accelerators include Complex Demand Planning, Salesforce AI assisted Inventory Management, Reorder Planning, Fulfillment Allocation and more. We have developed over 70 unique GLOVIA OM accelerators that are ready to help businesses expand their B2B capabilities.



GLOVIA OM B2B Commerce is integrated with other proprietary Fujitsu solution capabilities that can deliver a comprehensive manufacturing, supplier and distribution order management ecosystem. With a common application environment and interfaces, end-to-end order visibility is easily achievable.



GLOVIA OM B2B Commerce delivers a modern, intuitive and sleek B2C-like user experience for ordering products, customizations, add-on services and more. Whether implemented for B2B assisted selling via contact centers or self-service partner accessible web-sites, GLOVIA®OM makes B2B orders easier to initiate, configure, track and report to sellers and buyers.



Highly configurable order entry wizard that can be configured based on different workflows

Order Wizard

Community Management

Content Management

Branding

Product Management

With GLOVIA OM B2B Commerce, companies can be in complete control of their brand's selling and buying experience. Businesses that demand continual update capabilities on their order sites can make changes with simply a few clicks, seamlessly configure new product lists, groups, offers, menu structures and options that improve buyer experiences and selling success.

My Workspaces

- Builder**
Build, brand, and customize your community pages.
- Moderation**
Monitor posts and comments, create rules.
- Content Management**
Organize, manage and build Collections for your Community Site.
- Gamification**
Keep your community members engaged with recognition badges.
- Dashboards**
Examine the health of your community with reports and dashboards and engage with community members.
- Administration**
Configure settings and properties for your community.
- Guided Setup**
Configure features and integrations with step-by-step instructions.

Theme

Customer Service

Change Theme

Colors

Images

Fonts

Theme Settings

Template Header Top

SEARCH

USER16008...

Template Header Bottom

Home

Required D...

10/25/...

9/27/...

Leverages the power of [Salesforce Experience Cloud](#)

Fujitsu GLOVIA OM B2B Commerce Benefits

Enhanced Customer Experience

- Simplified Re-Ordering – B2B re-ordering should be easy whether it is a new product, a seasonal range of products, or sustained orders for a commodity product. GLOVIA OM makes it easy by allowing buyers and sellers to stage orders, create alerts and notifications to help products stay in-stock and be received when expected.
- GLOVIA OM provides advanced shipping and delivery notifications automatically with all pertinent tracking details right from the original order records.
- GLOVIA OM tracks every invoice and reconciles seamlessly to orders and receiving records for transmission to accounting systems.

End-to-End Shipment Completion Times

Because GLOVIA OM is a single platform, businesses can easily manage customer engagement channels like B2B, B2C, B2B2C and even D2C.

Manage Inventory

GLOVIA OM provides robust capabilities to manage product inventory. Through a range of inquiry control options, users can get a complete 360° view of any product or group on a single UI. This includes the position of inventory across multiple locations as well as current disposition.

Cross Channel Order Allocation Execution

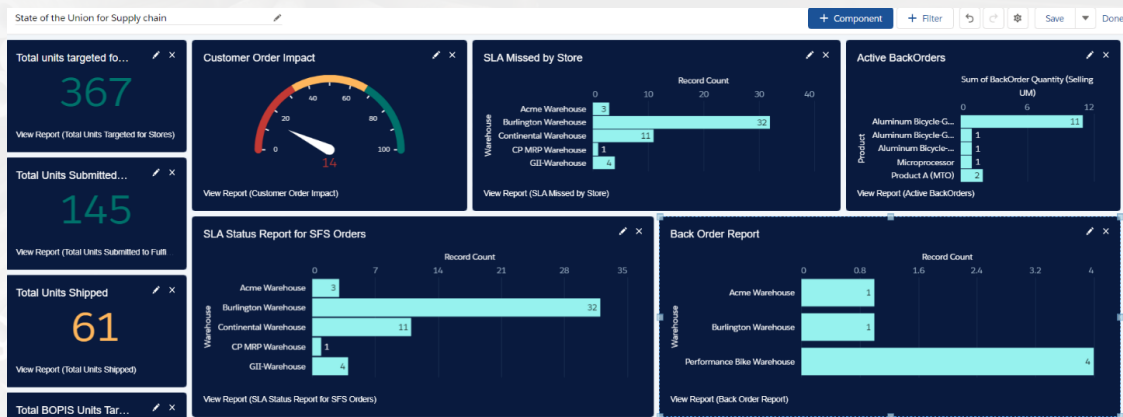
Regardless of location or disposition, GLOVIA OM can help manage orders against inventory levels, costs, safety stock, reorder points, service levels, blocked/reserved inventory, and costs when fulfilling any B2B and even D2C orders.

Real-Time Analytics

B2B customers can easily access and create custom reports and dashboards for all GLOVIA OM orders using simple drag and drop tools. Reports can be shared with any channel partners providing “one version of the truth” on order status and performance.

Quick Deployment and Faster ROI

GLOVIA OM is fast to deploy, in weeks not months, with an average of 4-6 months. Customers can be migrated safely and securely because of GLOVIA OM’s modular architecture.



Contact us to learn more about GLOVIA OM's B2B Commerce capabilities!

gloviaom.com/2hrassessment »