

The new front in the battle for competitive differentiation, revenue growth and higher profitability.

81%

of companies expect to compete mostly or completely on the basis of CX in 2019

Gartner, 2017

Experience-drive businesses grew revenue

1.4 x faster

and increased customer lifetime value

1.6× more

than other companies

Forrester, 2018

Increasing customer retention rates by

increases profits anywhere from

25% 10 95%

Bain, 2014

GLOVIA® OM

GLOVIA® OM is a Salesforce®-native, fully-configurable low code order management solution that overcomes the challenges of implementing a D2C model for manufacturers.

The CX gap is bridged by business processes that are integrated, from sales to fulfilment, with unmatched transparency and efficiency.

GLOVIA® OM helps manufacturers maximize the potential of their products and improve the Customer Experience (CX) by:



Simplifying

Providing an interface between manufacturers and customers

Modernizing

Delivering a state of the art platform by modernizing existing distribution channels

Growing

Uncovering new revenue streams by connecting direct to consumers

Benefits

Leverage investments in legacy system

Empower employees to deliver the best customer experience

Innovate

Improve Productivity Best customer experience for employees

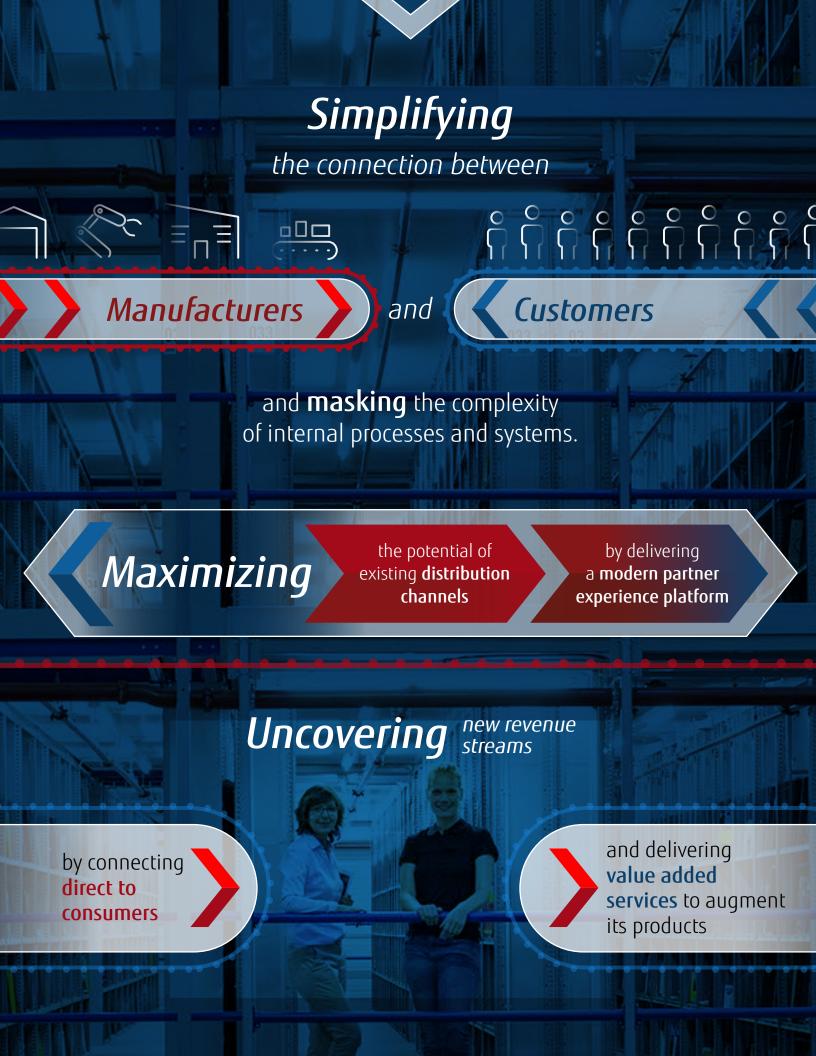
Improve customer insight

Improve brand loyalty

Integrate systems to gain 360 view of customer

Improve operational efficiency Reduce Cost

Gather intelligence to innovate



Use Cases

Canon

Crop Science

The leading manufacturer of imaging and optical products leveraged *GLOVIA® OM* to launch a marketplace for its dealers and drive value-added services.



This end-to-end, user-friendly, automated portal enabled Canon to extend benefits such as the ability to drive software sales more effectively and manage licenses and subscriptions, to hundreds of channel partners.

A top Life and Crop Science company deployed *GLOVIA® OM* to refine its systems to better meet its customer needs.



Enabling rapid real-time access to data involved transforming how it worked with its
Business-to-Business-to-Consumer (B2B2C) channel partners, resulting in a 95% increase in point-of-sale data (from full and complete B2B2C PoS).

Deliver a quality of service that matches the quality of your product with GLOVIA® OM

GLOVIA® OM



Let's keep the conversation going.

Start today by signing up for a *FREE customized 2-hour GLOVIA OM assessment* with seasoned and experienced industry experts.

gloviaom.com/2hrassessment »