Perficient leverages and extends the capabilities of the IBM Smarter Commerce portfolio to deliver a seamless and unified omni-channel commerce experience that provides a consistent brand experience that deepens your client relationships by leveraging complimentary technology solutions such as portal and social, BPM, content management, CRM, SOA and extended analytics and search.

Our clients include Fortune 500 omni-channel retailers, life sciences innovators and manufacturers and distributors with multi-tiered, contract-driven and highly integrated commerce hubs.

Our industry subject matter expertise in retail, healthcare and distribution, coupled with our deep technical expertise across the commerce technology spectrum, allows us to deliver highly successful engagements realizing a repeat engagement rate of approximately 85%. Perficient’s award-winning Retail Pathways™ extends our omni-channel retail solutions by providing pre-defined data mart reports, dashboards and analytical models that help retailers measure KPIs with a technical framework around key analytical components. Retail Pathways is supported by Perficient’s retail practice group, an inter-disciplinary team composed of individuals with backgrounds in retail, business process, systems architecture.

Perficient IBM Commerce Practice Overview
- Retail industry SMEs
- 450+ IBM technical experts
- 15 years of commerce experience
- Hundreds of commerce projects delivered
- In-house interactive design agency
- IBM retail industry authorized
- IBM Smarter Commerce capability authorized

IBM Product Expertise:
- WebSphere Commerce
- Sterling Order Management
- Sterling Configure, Price, Quote
- Unica
- Coremetrics
- Tealeaf
- Commerce Analytics
- Retail POS systems
- Retail Pathways
- Mobile – Worklight – Cast Iron
- Emptoris
Commerce Solutions

Buyer Solutions

- **Emptoris**: Improve supplier governance, risk and compliance. Enhance program and contract management orchestration, increased adoption, collaboration and productivity.
- **Sterling Supply Chain Visibility**: Monitor the flow of inventory vs. annual norms.
- **WebSphere Commerce**: Leverage intelligence to issue custom regional promotions.
- **WebSphere Operational Decision Management**: Capture results for future supply and inventory.
- **Sterling Commerce**: Warehouse management, supply chain visibility and order management.

Marketing Solutions

- **Unica**: Plan and define cross-channel marketing strategies.
- **CoreMetrics**: Track consumer action and recommendations.
- **Integrate CoreMetrics and Unica** to create personalized marketing campaigns across channels.
- **TeaLeaf**: Optimize and analyze your client’s web user experience.
- **WebSphere Commerce**: Develop eCommerce websites, capture and manage orders.
- **Workload-Optimized Systems**: Assure that customers receive a differentiating experience with responsive interaction.
- **WebSphere ESB**: Integrate with retail POS systems.
- **Perficient XD in-house Agency**: Design engaging and compelling user experiences.

Selling Solutions

- **SPSS**: Analyze buying patterns across multiple commerce domains and predict future buying behavior.
- **CoreMetrics**: Track consumer action and recommendations.
- **WebSphere Commerce**: Develop an eCommerce website and capture orders.
- **Sterling Order Management**: Maintain a consistent view of customer’s orders.
- **Sterling Configure Price Quote**: Offer customized products priced right to customers.
- **Retail Store Systems**: POS to integrate with the entire system.
- **Retail Pathways™**: Packaged retail analytics reporting and data marts.

Services Solutions

- **Sterling Order Management**: Delivery and services scheduling.
- **Sterling Order Management**: Maintain a consistent view of customer’s orders.
Case Studies

Industrial Farm Retailer
Perficient was chosen as the sole partner to implement the IBM Sterling Order Management solution (Sterling 9.1) to enable the fulfillment and customer service “in-sourcing” and drop ship enablement. In addition to providing intelligent order sourcing and scheduling, the solution provides the foundation for planned future expansions like auto-shipment (continuity orders), in-store pick up, and plant delivery. The implemented solution supports 30 interfaces built with various systems including SAP Retail, Manhattan PKMS, and WebSphere Commerce. The solution is helping the client achieve improved product assortment and significantly improved margins while providing improved customer service.

Computer Hardware and Software Procurement Services Provider
Perficient led the design, development and QA efforts for IBM Emptoris Contracts Management v10 implementation. Perficient designed and validated user exits to retrieve external data for use in populating contract custom terms and properties in order to achieve the following business benefits:

- Eliminate time/need for manual data being inputted by users
- Reduced search time for contracts as contract names are unique and consistent and based on user-defined naming rules

Perficient was the partner of choice due to our deep contract management experience as well as being the first IBM partner to have Emptoris Contracts Management v10 locally installed.

Life Sciences
This client selected a WebSphere Commerce web site to launch new functionality aimed at localization and extensibility. They selected Perficient due to our strong expertise in B2B solutions using IBM Software Services for WebSphere Commerce. Perficient designed frameworks for their B2B commerce store. The base site was designed with standard functionality with configurable components for local customization. This design enabled repeatable hosted storefront deployments for global distribution channel operation.

Retail Apparel
Perficient partnered with the client to implement the IBM Sterling Order Management Suite – Distributed Order Management, Call Center and Store – to provide an enterprise-wide view of inventory and customer activity. This implementation significantly increased revenue by reducing lost sales due to stock-outs and also decreased order cancellation rates. It enabled the client to add new channels, including mobile, in record time. The Call Center and Store implementation dramatically improved customer service across all channels by centralizing order capture, processing, inquiries and returns.

Partner with Perficient

About Perficient
Perficient, Inc. is a leading information technology consulting firm providing business-driven technology solutions to Global 2000 and other large enterprise clients throughout North America. If you would like more information about the topics discussed in this white paper please feel free to contact the author or send an email to Sales@Perficient.com.

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