

INFOSYS OMNI ORDER MANAGEMENT PLATFORM (EPOCH 4.0)

Supply Chain on Cloud | Microservices for Order Management Systems (OMS)

Being static in the contemporary, technology driven dynamic business landscape can limit one's growth and the retail industry is no exception. The evolving consumer behavior demands added complex offerings comprising of inventory accuracy, amalgamation of online and in-store features with a real time view of warehouse/logistics operations.

This cannot be met with the passé vertical approach of segregated inventory view, POS and packaged OMS handling ecommerce or

batch processing. To stay relevant, retailers are considering a re-architecture to attain real time, horizontal, scalable and adaptable approach to provide seamless customer experience, support millions of transactions every day and be able to innovate quickly.

This can be achieved through the transformation of existing channel-centric ecommerce applications into a platform of microservices powered by cloud computing and agile dev-ops framework.

Infosys Omni Order Management Platform (EPOCH), an award winning solution, took the order management world by storm with its pre-built functionalities and faster go-to-market cycle.

With the success of the on-prem and cloud solutions, we are proud to bring Infosys Omni Order Management Platform (EPOCH 4.0) – a microservices based OMS platform to provision various business capabilities that can be quickly implemented/adopted within the client's existing ecosystem.

Benefits of implementing Microservices based OMS



This platform provides a future proof microservices architecture to help harness the true power of data, cloud, hyper automation and AI coming together to provision a sentient and resilient supply chain. This platform can be leveraged both for its pre-built functionality / business capability as well as a bootstrap toolkit / chassis to help accelerate digital transformation and a faster time to market with reduced TCO's for enterprises wanting to move to the cloud for their supply chain operations



These new age microservices solutions can be implemented both as an end to end OMS solution or to leverage specific capabilities within the existing landscape. Salient features of our Microservices offering:

- Prebuilt foundation components for each microservice solution that reduces development time and faster time to market for MVP
- Easily customizable and extensible as per specific requirements
- Open source stack that brings TCO down
- Pick and choose specific OMS microservices or implement the complete stack

This OMS offering is built leveraging Infosys core microservice accelerators like Infosys Microservices and APIs Platform, Fast Data, Speed Layer that has set the foundation for a scalable platform

You can choose to engage with us through either of the two models:

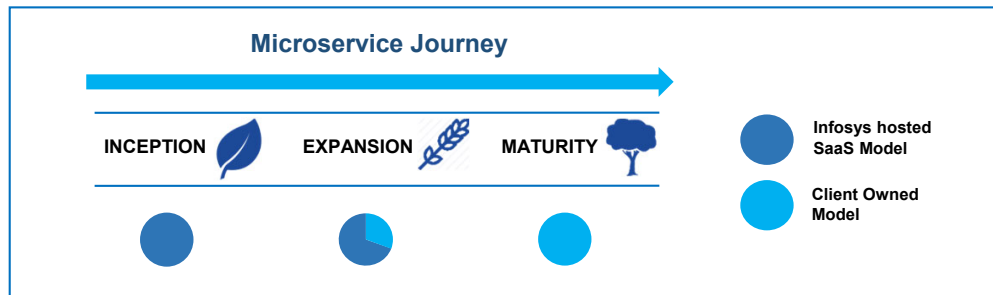
Infosys hosted SaaS Model

In this model, Infosys will own the end-to-end solution - from managing the microservices infrastructure, licenses, implementation and support for future enhancements. This SaaS model helps the customers to move from CAPEX expense model to OPEX model thereby improving cash flows and lowering TCO.

Client Owned Model

The microservices solution will be built and deployed on client provided platform (public, private or on premise data center). Infosys will be responsible for building the microservice solution on the client's platform.

We have identified three stages where a client can be in terms of having a comprehensive Order Management System and maturity in microservice architecture. Our recommendations for the best-suited engagement model:



Success Stories

Omni Channel Transformation for US Retailer using microservices

- Faster Go to Market: Optimized release timeline to 3-4 weeks for each feature.
- Quicker onboarding of marketplaces, DSVs, Stores: Reduced from 16 weeks to less than 2 weeks.
- Financial benefits: Reduction in ~1040K calls/year to customer service for return, exchanges and order tracking leading to savings of ~\$550K.
- Fault Isolation: 90% reduction in regression testing effort.
- Faster scheduling: 97% of orders sent to DC in 7 seconds as compared to 30 minutes through legacy systems.
- Shorter SDLC life cycle: Monthly deployment cycles to multiple deployments in a day.
- Quicker Financial Settlements: 85% reduction in payment transactions.



If you are interested in our catalog of EPOCH 4.0 Microservices for OMS, please reach out to us: askus@infosys.com

For more information, contact askus@infosys.com



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