

COLUMBUS CONSULTING EXECUTIVE BRIEF

Is it time to revisit your OMS solution?

- Can your system be maintained and supported or is it at risk of being made obsolete by your provider in several years?
- Can your system accommodate new business needs, sales channels and customer services?
- Are costs increasing YOY with in-house and one-off builds?
- Is your system agile and easy to adapt?
- Can new resources easily learn the system--is it intuitive?

YOUR OMS ROI SCORECARD

One of the greatest challenges retailers have today is to validate business initiatives. Providing measurable return on investment is not always easy and is often measured by minimizing loss or staying relevant/competitive. There are two components of creating a scorecard: what to measure and how to measure. The first step is to identify your KPIs, then baseline current metrics. When implementing an OMS system, we recommend a comprehensive scorecard to include the following:

- **E-commerce sales**
- **Store sales**
- **Store visits**
- **Inventory visibility**
- **Inventory availability**
- **Markdown %**
- **Fulfillment costs**
- **Store inventory levels**
- **Shipping costs**
- **CSR productivity**
- **IT costs**



OMS BY THE NUMBERS

- **25%** reduction in inventory holding costs by implementing an OMS, along with a 30% increase in order fulfillment accuracy (Unleashed)
- **32%** of recent OMS deals are apparel, footwear and accessories (Gartner)
- **\$1.9B** is the expected global market for OMS software by 2026, according to Forrester





Meet an expert KATRINA MOSSMAN

our team of over 250 retail consulting practitioners all have career experience with leading global brands. Each of our consultants pride themselves on building long-term trusting relationships.

Katrina is a Managing Partner at Columbus Consulting with expertise in: executive leadership, large-scale program transformation, business and IT strategic analysis, roadmap development, interim leadership, business solution selection, process improvements, system design, Digital Transformation, ERP, OMS, Warehouse Management, HCM (HR/PR), Finance, Business Intelligence, CRM, Infrastructure and Security.

Columbus Consulting is a leading retail consulting practice, transforming the **retail, grocery and CPG** industries by offering services from strategy through implementation.

We aren't just consultants, **we are industry experts** who actually practiced our trade and pride ourselves on trust and integrity.

For over 20 years, we have helped retailers in the US, Canada and EMEA markets. We **hit the ground running and work side by side** with our client teams--overseeing and executing projects through to completion.

If you do it, we do it. Strategy through implementation.



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Find out more about how Columbus Consulting can help you on your OMS journey--from audit to selection and implementation.

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