



Radial Omnichannel Suite

Master the complexity of omnichannel to deliver a seamless buying experience

Flawlessly Execute Across All Channels

Omnichannel is more than simply selling through multiple channels and offering customers the ability to pick up and return at a physical location. You need to orchestrate multi-channel order aggregation with global visibility to inventory, and accurate delivery availability. Only then can you ensure a consistent, superior experience at every touchpoint – while still driving profits for your business.

Radial Omnichannel Suite solves your most complex order-fulfillment scenarios, enabling the ability to order from anywhere, fulfill from anywhere, and return to anywhere.

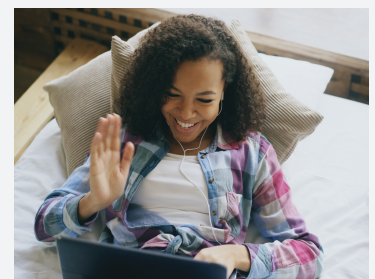
Visibility Across Your Enterprise

Radial provides a single source of information across your enterprise. Whether it be an order, available inventory, or 3rd-party supplied products, Radial helps coordinate the seamless execution of all processes to support the customer buying experience. Industry-leading omnichannel functionality and built-in business intelligence give you game-changing new capabilities to:

- Enable customers to seamlessly buy the products they want, have them delivered how they want, and know exactly when they will get to the customer
- Provide options like in-store pickup, curbside pickup, ship-from-store, ship-to-store, return in-store and more
- Monitor the status of orders to proactively make changes before it affects the customer
- Deliver consistent, superior service to keep your customers coming back again and again
- Expand your product reach by utilizing pre-integrated marketplaces
- Understand how your investments are paying off today – and where to target them tomorrow

Omnichannel Benefits:

- Deliver the perfect order while improving margins
- Visibility across entire network
- Maximize customer satisfaction and improve retention rates
- Expand product assortment
- Flexibility to leverage new fulfillment strategies



Solutions That Meet Your Unique Needs

Radial Omnichannel Suite is a SaaS solution that comprises a robust set of micro-services to support a seamless buying experience:



Order Management – Radial provides the only turnkey order management solution optimized for retail and backed by two decades of fulfillment expertise incorporated into the solution. This allows our customers to master the complexities of orchestrating multiple demand and supply channels and deliver the perfect order –from order entry to routing and fulfillment– while providing visibility to customer care and utilizing analytics to fine-tune operations.

Store Fulfillment – Efficiently utilize your physical stores to support your omnichannel strategy of providing a seamless customer buying experience. Store Fulfillment provides quick enablement of ship-from-store, ship-to-store, in-store pickup, curbside pickup, associate delivery, and buy on-line return in-store.

Dropship – Utilize our single- or multi-tenant dropship solution to leverage the inventory and resources of your dropship suppliers to directly fulfill customer orders, while eliminating inventory overhead and risk.

Marketplaces – Radial facilitates your ability to extend your product reach by selling on the world's leading marketplaces, from Amazon to Alibaba. Radial Marketplaces manages all of the variances of each marketplace to significantly reduce the cost and maintenance of selling through marketplaces.

Omnichannel as Only Radial Can Deliver

Radial is a pioneer in order orchestration and optimized inventory utilization, and has incorporated our decades of expertise in our omnichannel solutions.

Radial Omnichannel Suite is purpose-built for retail – not generic software borrowed from another industry. Our full-service offering covers everything you need for omnichannel success – including software, hosting, implementation, and ongoing support and management.

With Radial Omnichannel Suite, you can advance your omnichannel operations to the next level – to make your customers more satisfied and your business more successful.

“With its sophisticated technology platform, advanced analytics, strong customer value proposition, and comprehensive roadmap and vision, Radial is well-positioned to expand its market share in the global Omnichannel OMS market”.

*Quadrant Knowledge Solutions
SPARK Matrix: Omnichannel
Order Management Systems
(OMS), 2021*

