



## **AUTOMOTIVE SPARE PARTS**

# **Inventory Availability & Profitable Order Management for Digital Commerce**

**From manual and process-based to automated and strategic**



## REAL WORLD CUSTOMER RESULTS

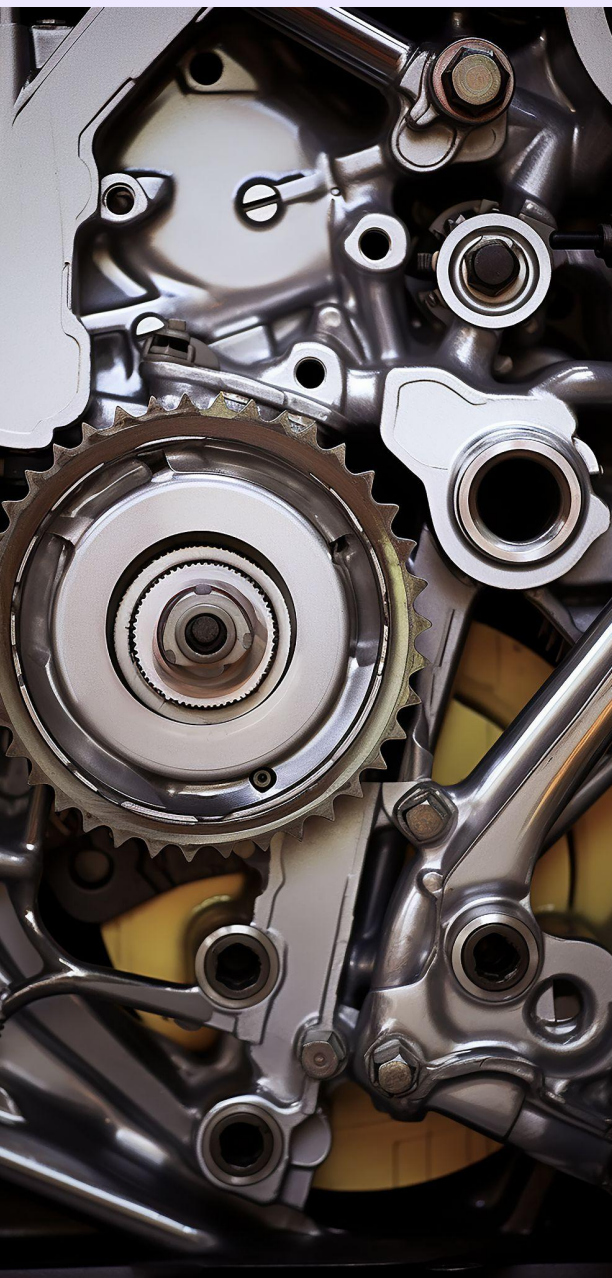
**3.1M contact center cost savings** from reduced canceled orders

**4% increase in On Time In Full (OTIF) rate**

**133k/month in savings for delivery/freight costs**

**63% reduction in order processing time**

**2.5x increase in revenue**



When a customer needs a part, they need it **now**. How quickly can you find it?

Many organizations have multiple ERPs—or home grown solutions—with siloed inventory data. And manual sales order processes. Slow.

Legacy tech can't keep up with the rapid growth faced by the automotive spare parts industry. Whether you're a spare part manufacturer, dealer, original equipment manufacturer (OEM), or distributor, manual processes and old tech won't cut it anymore.

Why not? The lack of digital transformation for the back office leads to:

- Lost sales from not showing accurate inventory availability
- Missed service level agreements (SLAs) due to slow order fulfillment
- Unhappy (and sometimes lost) customers who don't receive orders on time and in full (OTIF)

Not to mention, evolving customer expectations. B2B buyers are B2C buyers in their daily life. They expect the same experience.

Today the industry is full of manual touchpoints. Sales orders done in the field. Customer service only available over the phone. A total lack of a modern digital experience.

So what can you do?

**Upgrade your operations with a modern order management system, like [Fluent Order Management](#).**

Imagine an accurate, unified view of all your stock, so you deliver on time in full (OTIF). Every time. Increase revenue. Automate manual processes to reduce costs. And provide a great digital experience for your customers. The time to innovate is now.

## KEY FEATURES

### Show accurate inventory availability at scale

Give customers an accurate view of inventory across all locations in near-real time so they know what they can get and by when

- Increase revenue
- Improve customer satisfaction

### Support non-standard SKUs

Manage technical bundles, bill of materials (BOMs), non-physical inventory (e.g., services), and more

- Improve inventory visibility and management
- Increase offering

### Manage complex orders

Create workflows for large orders and recurring orders

- Automate manual processes to reduce operational costs
- Increase efficiency

### Utilize intelligent promising

Show customers accurate delivery promises based on live sourcing decisions before the order is placed

- Increase conversions
- Improve customer experience

### Optimize fulfillment

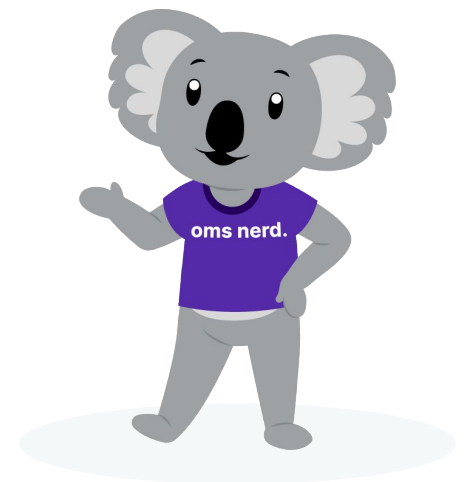
Use advanced sourcing logic to ensure you ship from the best location every time and incorporate network priority

- Reduce shipping costs
- Increase OTIF

### Manage stock protection

Set safety stock buffers to protect stock at specific locations or for specific customers

- Reduce overselling
- Decrease canceled orders



YOU MIGHT ALSO BE INTERESTED IN...



## Fluent Big Inventory: Next-Gen Inventory Availability Hub

Stop losing sales to canceled orders

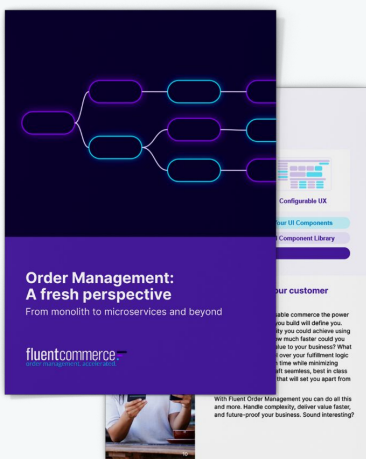
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## Advanced Sourcing Strategies

Optimize your omnichannel fulfillment

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## Order Management: A fresh perspective

From monolith to microservices and beyond

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# See it in action

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can help your business grow, chat with  
an expert today

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