

OLOM – Online Order Management

CONFIGURABLE WORKFLOW FRAMEWORK FOR E-COMMERCE

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With Online Order Management (**OLOM**) you can automate complex ordering and fulfillment processes, facilitate requirements gathering and deliver your products and services faster. **OLOM** improves efficiency by managing order processing from start to finish - orchestrating tasks and resources to assemble your product according to customer specifications.

RGB will build and deliver a customized order management and fulfillment solution to meet your unique requirements - whether you're manufacturing custom machine parts or drafting architectural plans.

A MODULAR APPROACH TO FIT YOUR NEEDS

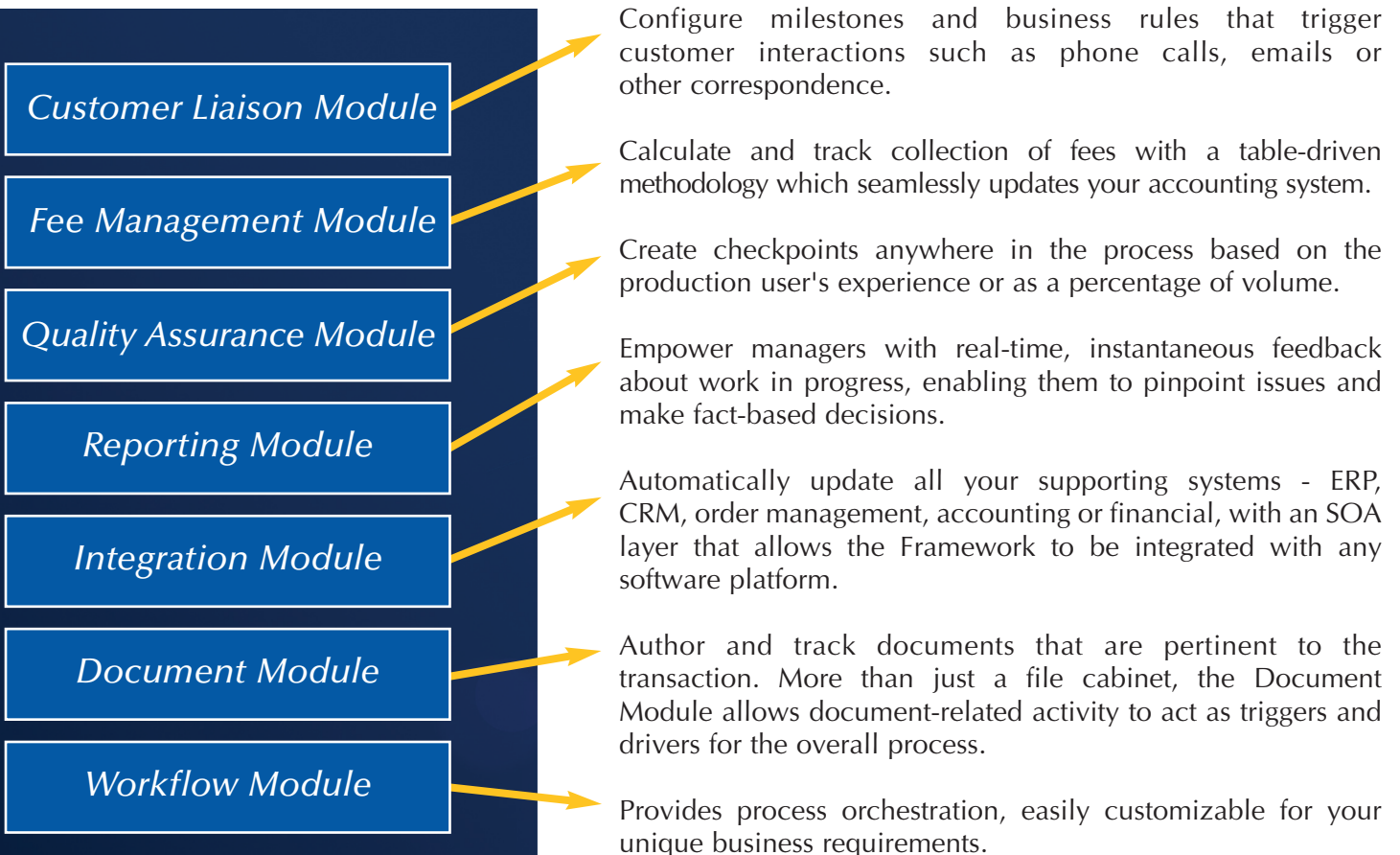
The **OLOM** Workflow Framework includes modules to automate each aspect of the order and fulfillment process, allowing you to implement only the modules that meet your needs.

Give us a call at 310.491.0637 to learn more about how RGB Projects can help customize an **OLOM** system for you.

COMPLEX ORDER FULFILLMENT CHALLENGES

- Completing orders takes days, weeks, or even months
- Third party vendors or agents are involved
- Order modifications occur during the fulfillment cycle
- Frequent communication with the customer is required
- Fees and costs vary from one transaction to the next, or may be accrued at various stages in the process

FRAMEWORK COMPONENTS



HOW OLOM WORKS

RGB takes a consultative, but rigorous approach. Our team of system consultants will interview your managers and staff, review your fulfillment processes and document your business logic. Our analysis and recommendations will identify how to eliminate bottlenecks, reduce cycle time, increase accuracy and automate your processes to increase efficiency and reduce costs.

We will develop a custom user interface that prioritizes work, provides guidance for completing tasks, and allows users to enter updates and attach documents to orders.

The end result will be a system that guides your orders through an automated workflow, delivers work to your team's inboxes, sends notifications, enforces deadlines and tracks progress throughout the order lifecycle.

Your management team will be empowered with metrics and reports, and the ability to measure productivity along with further process refinements. Existing internal systems such as ERP, order management and accounting will be kept current through automatic updates.

Once fully developed and tested, our experts will train your users while minimizing disruptions and ensuring productivity remains high throughout the implementation process.

Quality Reliability Experience

OLOM - HOW YOU BENEFIT

- **Improve customer service**

With access to real time information and predictable, reliable, high quality customer interactions.

- **Increase efficiency**

By automating and refining your processes thereby allowing you to manage by exception and free up capacity.

- **Save time and reduce costs**

By decreasing manual efforts, shipping delays, cost over-runs and mistakes.



*To put RGB expertise to work for you,
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