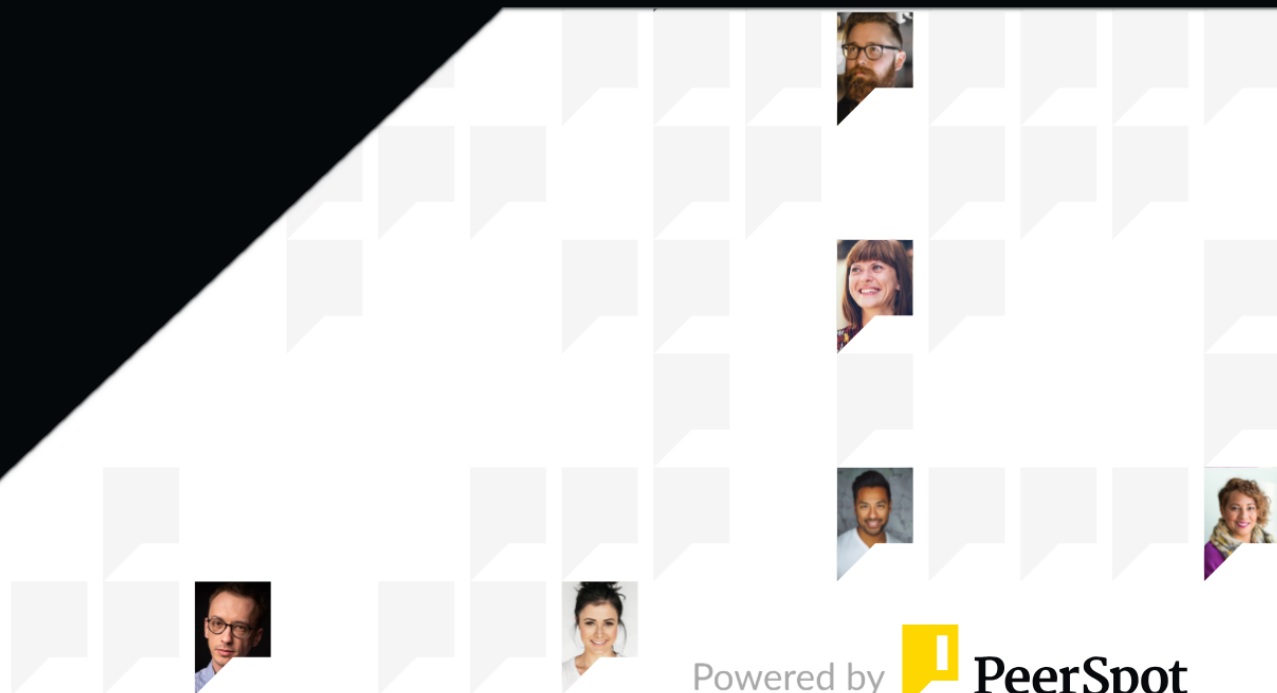




Fluent Order Management

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Fluent Order Management

Fluent Order Management Recap

Fluent Order Management enhances the efficiency of handling complex omnichannel orders. It optimizes operations, ensuring seamless integration with existing systems.

Fluent Order Management is a versatile option for businesses seeking to improve order accuracy and increase speed. It supports omnichannel order orchestration, allowing enterprises to manage diverse order types from different channels without compromising on performance. By providing an agile and robust backend, it integrates easily with pre-existing systems, ensuring minimal disruptions. This ensures better customer satisfaction through consistent order processing and delivery experiences.

What are the key features of Fluent Order Management?

- **Omnichannel Support:** Manage orders from multiple sales channels efficiently.
- **Inventory Visibility:** Real-time inventory tracking across locations to prevent stockouts.
- **Return Management:** Streamline returns for improved customer experiences.
- **Scalable Architecture:** Adjust to changing order volumes seamlessly.
- **API Integrations:** Connect with ERPs, CRMs, and other systems easily.

What benefits and ROI should users seek in reviews?

- **Increased Efficiency:** Automated processes reduce manual input errors, saving time.
- **Customer Satisfaction:** Faster deliveries and accurate orders enhance client relations.
- **Cost Reduction:** Streamlined operations lower operational expenses.
- **Operational Agility:** Quickly adapt to market changes without major system overhauls.

Fluent Order Management finds applications in retail, where managing order complexity is essential for success. In the manufacturing industry, it helps streamline order tracking and inventory management. Its ability to handle large volumes makes it suitable for e-commerce platforms aiming for quick scalability and a reliable order fulfillment process.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I think the ability to provide solutions for small retailers as well as medium and large-scale retailers, having all of these capabilities, is brilliant.”



Verified user

Lead Business Analyst at a manufacturing company with 10,001+ employees



“I think this framework is really complete for an OMS.”



Gianluca Finizio

Packaged App Development Senior Analyst at a consultancy with 10,001+ employees



“Fluent Order Management has positively impacted my organization significantly.”



Nitin Kedia

Senior Software Developer at Valtech

- ✓ “For a retailer, I have implemented Fluent Order Management to be their global inventory, setting up global inventory visibility and inventory as a service for commerce and marketplace, call center, and a number of other B2B channels, enabling dynamic sourcing across a number of facilities and stores, tracking and monitoring real-time velocity of demand against store inventory to broadcast demand across other stores within the region, hooking in all integrations to demand planning and ERP, WMS, payment systems, fraud, and other systems, and the outcome was an 80% reduction in split shipments, a 98% inventory accuracy rate, and an increase of sales by 25%.”



Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

- ✓ “Fluent Order Management has positively impacted my organization by reducing the effort required for people picking and packing, making the job faster, seamless, and more efficient.”



Verified user

IT Director at a retailer with 1-10 employees

- ✓ “Fluent Order Management has positively impacted my organization by eliminating overselling.”



Verified user

senior engineer at a tech services company with 501-1,000 employees



“Fluent Order Management has impacted my organization positively because the projects I have worked on are currently relying on that specific order management system, and I know other projects also that are relying on this order management system.”



Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

What users had to say about valuable features:

“The best features Fluent Order Management offers include a user interface that is easy to follow. I would say the UI is quite intuitive.

“When I mention the UI is intuitive and easy to follow, I believe that helps my team onboard new staff more quickly. That is one of the easiest ways to train people on how to use the system.

“Regarding additional features, the integration with Commerce Tools works well, and Salesforce does too..”

Verified user

IT Director at a retailer with 1-10 employees

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“Fluent Order Management's best features include its modularity and UI customizations, along with its auto-scaling capability during peak times, a workflow concept that allows me to create a sequence of action items making orchestration simple, and visual representation of the flow for readability. The team is also integrating many AI features and has improved their DevOps with an out-of-the-box CI/CD system, making it easier and more effective to work with the application.

“Fluent Order Management has positively impacted my organization because the clients we have implemented it for have seen increased sales, fewer cancellations, and better order handling, especially compared to older OMSs and competitors they used previously. It scales effectively during peak loads and takes care of infrastructure automatically, particularly during high-demand periods such as holidays, which has boosted revenue for all the clients we have implemented it for..”

Verified user

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Senior Software Engineer at a tech vendor with 10,001+ employees

“The best features that Fluent Order Management offers are the extensibility and configurable workflows that are easy to navigate, and additionally, they have built in some AI components that enable users to optimize and accelerate development, while Fluent Store meets the base level omni-channel criteria for most retail chains.

“The extensibility and configurable workflows allow a setup so that a specific customer's requirements are able to be captured and managed without customization.

“I would say that Fluent Commerce platform has been invested in heavily from a net new feature perspective where they're optimizing some of the major performance issues in the industry, such as large inventory loads processing in very little time, and the ability to optimize order volume velocities and ensure a retailer is performant regardless of size and channel demand..”

Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

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“The best features Fluent Order Management offers are the workflow configuration and the custom rule part, which is very useful in my opinion since we can customize the logic as needed by ourselves. For routing, appeasement, or credit based on the payment method and the payment provider, we can customize it as needed based on our own requirement. This is the most flexible part and useful part that I would consider as the best feature.

“...configurable and more easy to use according to our specific use case.

“Fluent Order Management has impacted my organization positively because the projects I have worked on are currently relying on that specific order management system, and I know other projects also that are relying on this order management system. It will be a key alternative for a very good OMS solution, which does all of the OMS management. It is very easy to do an integration, and since it is more of a fire and forget way of doing integration, with Fluent Connect it is becoming much more easier to do an integration. It is very apt for our different scenarios for the project I have worked on..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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“The best feature Fluent Order Management offers is the Order Orchestration capability. I also have access to Fluent Store, where I can process orders end-to-end until the delivery stage to the end customer.

“The Order Orchestration helps my team as we can divide and split fulfillments into multiple consignments and then quickly deliver them to the end customer, making operations faster.

“Fluent Order Management offers features for home delivery, click and collect, and different delivery methods.

“Fluent Order Management has positively impacted my organization because we now have one particular hub where we can fetch data including products, locations, inventory, and orders. We experienced fewer returns, and both the cancellation rate and refund rate decreased significantly by using Fluent Order Management..”

Verified user

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Associate Staff Engineer at a tech vendor with 10,001+ employees

“Regarding the best features Fluent Order Management offers, I think it's all of these options because some platforms are very difficult to customize, but Fluent Order Management allows the user to build the customer's roadmap. The capabilities that I've mentioned—the UI, the GraphQL, the integrations, the technology—are commendable. The out-of-the-box product features that are provided in the modules are also great for a medium retailer or for a small use case retailer to start up with, and you can also make this more enterprise-driven as needed. I think the ability to provide solutions for small retailers as well as medium and large-scale retailers, having all of these capabilities, is brilliant.

I do want to commend the Fluent Order Management engineering team regarding the features and the improvements that the system has been making since they have launched. Having the ability to retain just one order with different types—home delivery, click and collect, and same-day delivery as part of the same order—is very rare, but Fluent Order Management is working towards a mission where they want to make it seamless and easy and accessible to have all the types of use cases within the platform itself. I think it's very important for organizations to understand and realize the capabilities that the system can do out of the box, and if your business case requires you to add things or enhance them, you can add those too. They're already doing a great job, and they just have to be completely transparent with what the goals are, share the proper use cases they're seeing on a day-to-day basis, and make things seamless.

Fluent Order Management has impacted my organization positively because being a cloud-based SaaS application, it is able to support high-volume orders. For example, L'Oréal has 36 to 38 brands that it is able to consume data from such high volume. It's ensuring that the application doesn't go down and maintaining zero downtime abilities. Having multiple retailers is part of what adds value. We are now implementing the store modules where the warehouse operations are using it for picking and packing as well. All of these capabilities are a win and a plus, and I think this is improving the operational abilities in the system and in the organization itself. Fluent Order Management having the ability to not just provide order management solutions but also provide store-related solutions for picking, packing, and making those points seamless is a win as well. The ability to easily

update the UI per the user's requirement is what is key..”

Verified user

Lead Business Analyst at a manufacturing company with 10,001+ employees

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Other Solutions Considered

“I have sometimes used software such as Manhattan OMS or Miracle, but I think for efficiency and being user-friendly, Fluent Order Management is a better choice..”

Gianluca Finizio

Packaged App Development Senior Analyst at a consultancy with 10,001+ employees

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“The main drivers to switching to Fluent typically are large historical monolithic providers such as Sterling or Manhattan or companies that were heavily reliant on ERP such as Oracle and SAP..”

Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

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“I can tell about noticeable improvements since using Fluent Order Management. For one of my projects, I actually migrated it from a different system. It was not exactly an OMS system, but based on the way the other system was working, it is much easier to work with and more reliable and also has far better features. That is one of the few good things and easier to work on in my opinion..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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“I choose seven as my rating because I have heard about other OMS systems like IBM Sterling and Blue Yonder and also something else. I do not remember exactly the name, but they happened to be pretty costlier than this, but they happened to be effective too for the pricing they are offering. Their integrations with different systems also sound easier, at least from what I heard. That might be far better, but still expensive. In that math or grading, I think seven suits the value for Fluent Order Management. I am not sure though..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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ROI

Real user quotes about their ROI:

“I provided examples earlier for one of my clients that received a significant reduction in split shipments, increased inventory accuracy, and an overall increase in sales based on a trusted view of reliable inventory..”

Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

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“I have seen a return on investment in terms of time and money saved because we were able to optimize the solution to reduce the number of splits, specifically the number of shipments needed for one particular order. We were able to optimize the pick and pack process for store employees to save time and gather as much information as needed before packing an item, which definitely helped them. For certain clients, it helped them scale their business globally as well..”

Nitin Kedia

Senior Software Developer at Valtech

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Use Case

“My main use case for Fluent Order Management is primarily orders, but I also utilize product locations and inventory features.

“A specific example of how I use Fluent Order Management is that orders placed through the website become visible in Fluent Order Management, where I process those orders systematically..”

Verified user

Associate Staff Engineer at a tech vendor with 10,001+ employees

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“My main use case for Fluent Order Management is performing implementation and quality control for the companies that I work with.

“One specific example of how I use Fluent Order Management for quality control during implementation is using wave to do pick and pack and understanding how the entire order fulfillment management system works.

“In addition to my main use case, I am also training the warehouse staff and creating SOPs for them on how they can use Fluent Order Management to fulfill orders..”

Verified user

IT Director at a retailer with 1-10 employees

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“My main use case for Fluent Order Management is that for my current project, I'm basically using it as an order management system to do the routing of the orders and also to provide an OMS which manages shipment, shipment updates, appeasements, refunds, and everything of that nature. It also acts as a system which provides the source of truth for different other integration systems, such as the tax management system and other few other integration systems which I cannot actually reveal. However, it acts as a source of truth for many systems.

“Other than the main use case, it is most importantly useful for the order management system as a whole. In my current project, it is doing the tracking for shipment and the fulfillment, and payments are being tracked down from here. Since it is recently updated with the payment entity and the payment workflow, payment refund workflow, everything is linked from here. That is the entirety of the purposes surrounding order management and the fulfillment flow and the payment refund capture flow..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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“My main use case for Fluent Order Management is as an enterprise order management system for retailers, brand manufacturers, and distributors, and it is used for inventory availability, order fulfillment, dynamic sourcing, connections and integrations into and through a commerce ecosystem and all omni-channel fulfillment operations.

“For a retailer, I have implemented Fluent Order Management to be their global inventory. For this retailer, I set up global inventory visibility and inventory as a service for commerce and marketplace, call center, and a number of other B2B channels, and I also enabled dynamic sourcing across a number of facilities and stores and am able to track and monitor real-time velocity of demand against store inventory to broadcast demand across other stores within the region. I also have hooked in all integrations to demand planning and ERP, WMS, payment systems, fraud, and other systems, and the outcome was an 80% reduction in split shipments, a 98% inventory accuracy rate, and an increase of sales by 25%..”

Keith Gorney

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Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

“My main use case for Fluent Order Management is to enable retail and other B2B e-commerce businesses to set up the order management flow, which takes care of the entire orchestration of the order from when it is placed to delivery of the product, and also handles post-delivery action items like handling returns, appeasements, and refunds.

“A specific example of how my team uses Fluent Order Management in a real-world scenario is that we implement Fluent Order Management for businesses, particularly those with high frequency of orders, such as a shoe brand, beauty products, or B2B mechanical gears, and we manage inventory, order flow, send notifications to downstream systems and customers regarding the status of the order, along with handling refunds and returns. The entire order life cycle is managed through Fluent Order Management.

“Regarding how I use Fluent Order Management, it is modular, enabling the implementation to be modular, with each component of the OMS, such as the inventory part and availability part showing stock, along with the actual order flow and store operations being configurable and manageable. Everything is modular, allowing development and work on multiple components simultaneously without disrupting any other parts, and components have very little downtime. Additionally, it is auto-scaling and cloud-based with a lot of UI customizations allowed, thanks to a separate SDK for UI customization, making it a good order management system..”

Verified user

[Read full review](#) 

Senior Software Engineer at a tech vendor with 10,001+ employees

“Fluent Order Management's main use case is that the omnichannel capabilities are exceptionally good, and the technological aspect of it, using GraphQL and mutations, makes it an ideal solution.

A specific example of how I use those omnichannel capabilities or the GraphQL features in my day-to-day work is that it makes it very seamless when we are trying to build integrations with other third-party systems. I don't have to be worried about changing anything from an API aspect internally. The API provides attributes in the system itself, and we can seamlessly integrate with your e-commerce channel, whether it's Shopify, SFCC, or marketplaces such as Amazon or Mirakl. All of these capabilities are very great, and we can integrate with multiple systems seamlessly. Fluent provides the flexibility of using sourcing engines, and integrating with WM systems downstream also becomes easier. Having the ability to integrate with all of these systems is what makes Fluent Order Management prominent. I believe that the future of the order management system from a technology aspect has to be GraphQL; it's much simpler, the schema is well-defined, and if we want to use additional attributes, we can use them. It's not the old traditional Java where the columns have to be created and a data type has to be declared and stored and all of that, so I think that's very flexible and seamless. The entire webhook concept is great as well; it does not cause performance issues.

In terms of how Fluent Order Management fits into my workflow, when you compare all the order management systems out there in the market today, whether it's Manhattan, Sterling, or any of the upcoming systems that are available, some of the points that we are looking at or trying to be mindful of are the capabilities that it has. Can we easily update the UI? Can we add buttons? Can we introduce more integrations? The omnichannel capabilities, the UI accessibility, all of these are things that should be considered, and I do think that Fluent Order Management provides them all, which is why it makes it a leading platform..”

Verified user

Lead Business Analyst at a manufacturing company with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Fluent Order Management is incorporating new AI capabilities to ease the initial setup processes, such as creating product catalogs and inventory catalogs, which were previously done manually, but now can leverage AI to assist in doing those tasks. The team is investing more in AI capabilities this year..”

Verified user

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Senior Software Engineer at a tech vendor with 10,001+ employees

“If you are familiar with software such as Postman or Insomnia, the initial setup is really easy because there is documentation that guides you step-by-step to set up the initial environment, the retailers, and related configurations. It is easy if you know Postman or Insomnia..”

Gianluca Finizio

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Packaged App Development Senior Analyst at a consultancy with 10,001+ employees

“I think one of the biggest savings is time to value, meaning Fluent Order Management application is not a large lift for an organization to implement, or at least using Pivotalry services, it has not been a large lift, so that I can typically get to a working solution within two to four months, and the other equations and statistics are truly around a trusted inventory availability metric, meaning that I am able to establish and showcase near real-time inventory across warehouses, stores, and other channels..”

Keith Gorney

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Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

Customer Service and Support

“The customer support for Fluent Order Management is pretty good from what I have gone through. I would rate the customer support on a scale of one to ten an eight..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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“Fluent's customer support is adequate, and they define the severity of the issues, so sometimes priorities for organizations do not have the same priority as what Fluent says they are..”

Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

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“I have contacted customer service many times, and this is really not a good point. The support sometimes tries to not respond properly to requests. You need to follow up with them, which could be better..”

Gianluca Finizio

Packaged App Development Senior Analyst at a consultancy with 10,001+ employees

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“Customer support for Fluent Order Management includes an expert services team and the engineering team, available for questions and calls with clients for discovery. There is a separate pricing for extended support from the expert services team, but they respond quite fast even without additional cost upon licensing..”

Verified user

[Read full review](#) 

Senior Software Engineer at a tech vendor with 10,001+ employees

“Regarding customer support for Fluent Order Management, the customer support is very responsive. They have a dedicated team who is proactive in nature, and depending on the severity of the case that is raised with them, they ensure that we get the alerts and the questions prompted. I would rate them around 8..”

Verified user

[Read full review](#) 

Lead Business Analyst at a manufacturing company with 10,001+ employees

“Customer support is good. We have a platform where we can log tickets in case something goes wrong. For P1 and P2 tickets, we immediately receive a reply from the available support staff.

“I would rate the customer support on a scale of one to ten based on ticket size and priority. For P1 and P2, they respond immediately and provide solutions depending on the contract type. If it is P3 or P4, it can take some time, but we definitely receive a solution by the end of the day..”

Nitin Kedia

Senior Software Developer at Valtech

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Other Advice

“My advice to others considering Fluent Order Management is that it is a very useful tool in terms of the OMS Order Orchestration logic, by which orders can be fulfilled quickly from an end-to-end perspective until the delivery stage. I would rate this review as a nine out of ten..”

Verified user

Associate Staff Engineer at a tech vendor with 10,001+ employees

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“The advice I would give to others looking into using Fluent Order Management is that it is dependent on the requirement they have and the pricing they are willing to pay for an OMS system. It is all dependent on their call and their decision making.

“...seven out of ten..”

Jerin Shaji

Associate Engineer at a tech services company with 501-1,000 employees

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“My advice to others looking into using Fluent Order Management is to share all the use cases with Fluent Order Management to see if it has all the capabilities that you are looking for. My recommendation is to go with a vision and dream big. If you're starting out as a medium retailer today and your vision is to grow into one of the large players, be transparent about this vision. Share your current use cases, irrespective of the complexities that you have today, and share your actual use

cases and pain points that you are facing from an operational standpoint. Try to understand how introducing Fluent Order Management would actually ease that pain point. I think it's very important to understand the use cases you are trying to achieve. You have to have realistic timelines to ensure you actually meet those use cases. Continuously working with the product team and with your engineering team, ensuring all the use cases are captured, is what is going to lead you to success. Be vocal about your needs, think about how it is going to ease the operations for your organization, consider all the complex and the smallest use cases that can happen, and be open to ideas and suggestions that the product team has because they understand the pain points that you are going through. They are aware of the solutions because there are other customers who are already onboarded and experiencing them. I gave this product a rating of 8 out of 10..”

Verified user

Lead Business Analyst at a manufacturing company with 10,001+ employees

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“I would rate Fluent Order Management an eight out of ten, and I would say that it meets the standard OMS use cases that are required for the majority of businesses to optimize their order processing; however, it has some limitations.

“I would say look for a competent SI who has historically done successful Fluent implementations and also be prepared to have Fluent supported, as it is not a traditional application that companies can support with just normal operations resources.

“[Governance](#) and security of any AI is not necessarily leveraged at the AI level but at the organization level, so trying to apply governance and security around AI is not the job of AI, it is the job of the organization to ensure that it is being leveraged correctly and not using it in a cavalier manner.

“I think from Fluent MCP perspective, there is a robust opportunity to accelerate delivery from a base-level perspective, and I think that you require experienced users if you want to get very proficient with it..”

Keith Gorney

Supply Chain Practice Lead at a tech vendor with 501-1,000 employees

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“The workflow concept allows me and my team to work on different components of the order management system without halting development on another component. For example, if I am working on the inventory component, I do not have to stop development on the order flow or store operation flow, and this workflow helps arrange events based on actions such as requests from downstream systems or entity creation, enhancing modularity and readability and making it easier to track events through a series of steps in the workflow.

“My advice for others looking into using Fluent Order Management is that it is a product that is very flexible and allows for customized UI design. Since it is an OMS, focus should be on the functionality. It can also serve as a customer care

portal or [CRM](#), and implementation can be done quickly with the right consultant or knowledgeable Fluent Order Management implementation team who understand the product and the supply chain domain well.

“In conclusion, Fluent Order Management is a product I have worked on for six years, observing its significant development and improvement. The team continuously adapts to customer needs, making frequent changes, and I hope they continue to evolve positively in the future. I would rate this product and my experience with it highly..”

Verified user

Senior Software Engineer at a tech vendor with 10,001+ employees

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“I rate Fluent Order Management an eight on a scale of one to ten.

“Regarding Fluent Order Management's AI capabilities, I have not seen anything that concerns me about the security or governance of it. I think they are doing a good job in that area.

“I believe the results from Fluent Order Management are trustworthy regarding its accuracy and reliability of output.

“Fluent Order Management is deployed in my organization as a public cloud because we obtained this through one of the third parties.

“I did not purchase Fluent Order Management through the [AWS Marketplace](#). It was purchased through a third party, one of the Fluent Order Management representatives.

“My advice to others looking into using Fluent Order Management is that they should try it. I would advise them to try using Fluent Order Management..”

Verified user

IT Director at a retailer with 1-10 employees

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