

Distributed Order Management (DOM)

Intelligent orchestration for complex order fulfilment networks



Lead with Control, Not Complexity

As customer expectations rise and fulfilment networks become more distributed, organizations are under increasing pressure to deliver orders faster, more accurately, and at lower cost - without sacrificing margins or service commitments. Orders now originate from multiple channels and must be fulfilled across a growing network of warehouses, suppliers, stores, and partners.

In this environment, traditional order fulfilment approaches break down. Static rules, fragmented systems, and limited network visibility make it difficult to balance speed, cost, and customer service at scale.

IFS Softeon Distributed Order Management (DOM) enables organizations to regain control by intelligently orchestrating order fulfilment decisions across the entire enterprise.

The Challenge: Fulfilment at Enterprise Scale

Modern fulfilment networks introduce structural challenges that go far beyond warehouse execution:

- Orders span multiple channels, nodes, and fulfilment models
- Inventory is distributed, constrained, and continuously changing
- Speed, cost, and service commitments frequently conflict
- Decisions are made locally without full network visibility
- Manual intervention increases operating cost and business risk

Without an enterprise-level orchestration layer, organizations struggle to fulfil orders consistently, protect margins, and scale efficiently as demand and complexity grow.

Organizations using IFS Softeon DOM can:



Improve customer service levels
Deliver faster, more reliable order fulfilment aligned to service commitments.



Increase inventory efficiency
Lower carrying costs through better utilization of distributed inventory.



Increase fulfilment accuracy
Reduce order errors through intelligent allocation and orchestration decisions.



Enhance operational visibility
Gain real-time insight into inventory, orders, and shipments across the network.



Reduce fulfilment and delivery costs
Optimize cost-to-serve by balancing speed, distance, and inventory position.

Intelligent Order Orchestration Across the Network

IFS Softeon Distributed Order Management acts as a centralized decision and orchestration layer for order fulfilment. It continuously evaluates inventory availability, fulfilment constraints, service commitments, cost considerations, and enterprise-defined sourcing policies (including compliance-driven rules) to determine the optimal execution path for every order.

By providing real-time visibility across inventory, orders, and shipments, DOM coordinates fulfilment decisions across warehouses, suppliers, and channels - ensuring that orders are fulfilled accurately, efficiently, and in line with customer and business priorities.

DOM simplifies complex order scenarios, including backorders, subscriptions, new product introductions, and multi-node fulfilment, while maintaining control at an enterprise level.

Enterprise-Proven Supply Chain Expertise

IFS Softeon is trusted by leading organizations across industries to manage mission-critical fulfilment operations. With decades of experience optimizing warehouse and distribution environments, Softeon brings deep expertise in complex, high-volume supply chain execution.

Built for enterprise scale, IFS Softeon DOM supports organizations with demanding fulfilment requirements - where resilience, accuracy, and control are essential to business performance.

Continuous Optimization for a Changing Network

Fulfilment networks are not static. Demand patterns shift, inventory moves, and service expectations evolve. IFS Softeon DOM is designed to adapt continuously by reassessing fulfilment decisions in real time as conditions change.

By serving as a long-term orchestration capability rather than a static rules engine, DOM enables organizations to maintain control, protect margins, and deliver consistent customer outcomes - even as complexity increases.

Core Capabilities

IFS Softeon Distributed Order Management provides enterprise-level capabilities including:

- Order orchestration across multiple fulfilment nodes
- Real-time inventory visibility and allocation
- Intelligent reservation and sourcing logic
- Exception management for complex order scenarios
- Support for backorders, subscriptions, and new product launches

These capabilities work together to ensure fulfilment decisions are aligned with both customer expectations and business objectives.

Choose IFS Softeon DOM Today

Discover how IFS Softeon Distributed Order Management can help your organization orchestrate fulfilment with confidence, control complexity, and continuously optimize performance across your fulfilment network.

Contact your IFS Account Executive to learn more.

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