



# SAAS IS THE DEFAULT OMS APPROACH TO WIN WITH TODAY'S CUSTOMERS



21%

MEDIUM TO LARGE ORGANIZATIONS  
USING SAAS FOR THEIR  
ORDER MANAGEMENT SYSTEMS

30%

MEDIUM TO LARGE ORGANIZATIONS  
PLANNING TO SWITCH TO SAAS  
WITHIN THE NEXT 2 YEARS

SAW OR EXPECT  
IMPROVEMENT OF  
**KEY METRICS**

AS A RESULT OF  
*Switching to*  
SAAS POWERED O.M.S.

↑↑↑ HIGH ↑↑↑  
LICENSING  
COSTS

↑↑↑ HIGH ↑↑↑  
INFRASTRUCTURE  
COSTS

INABILITY  
TO *KEEP UP*  
with  
UPGRADES

TOP THREE MOTIVATORS  
FOR MOVING AWAY  
FROM AN ON PREMISE OMS SYSTEM

71%  
SALES

69%  
TIME-TO-SHIP

67%  
ORDER FILL RATE



69%



49%

U.S. RETAIL SALES THAT ARE  
INFLUENCED BY  
OR OCCUR ONLINE

CUSTOMERS THAT WILL  
PURCHASE MORE WHEN IN STORE  
TO PICK UP ONLINE PURCHASE.

READ the FULL  
FORRESTER REPORT

## SOURCE:

"INDUSTRY CONDITIONS: OMNI-CHANNEL OPTIONS EMBRACED DURING THE HOLIDAY SEASON." THE CENTER OF SHOPPING. [HTTP://OW.LY/WPBA304RELQ](http://ow.ly/WPBA304RELQ)

FORRESTER RESEARCH REPORT (MAY 2016) "SAAS IS THE DEFAULT OMS APPROACH IN AN OMNICHANNEL WORLD." [HTTP://OW.LY/XMJY303TXIP](http://ow.ly/XMJY303TXIP)

FORRESTER RESEARCH PRESENTATION (MAY 2016) "SAAS IS THE DEFAULT OMS APPROACH IN AN OMNICHANNEL WORLD." [HTTP://OW.LY/EXDX304VIOA](http://ow.ly/EXDX304VIOA)

