IBM Order Optimizer helps eCommerce, merchandising, store operations, and supply chain teams to optimize and balance fulfillment between protecting margins, utilizing store capacity, and profitably meeting customers' ever shifting delivery expectations

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**At a glance**

IBM® Order Optimizer helps retailers improve Omni-channel profitability through capabilities that enable lines of business to easily execute optimized fulfillment plans at the lowest cost while giving them the flexibility to scale their existing fulfillment capacity to accommodate increased customer demand.

Now Omni-channel fulfillment practitioners in eCommerce, merchandising, store operations, and supply chain departments can experience the following capabilities:

- Run optimization and choose the best sourcing node in real time to minimize shipping costs
- Create balance across different business priorities based on time of year (peak, nonpeak) while reducing the cost to serve Omni-channel customers
- Optimize network capacity to meet increasing demands for how, when, and where customers receive orders
- Bring stores into their fulfillment plan by offering ship-from-store and buy online, pick up in store convenience to expand capacity and minimize shipping times
- Leverage cognitive capabilities to continuously learn and improve outcomes for Omni-channel fulfillment

**Overview**

Order Optimizer provides Fulfillment Operations teams with capabilities to optimize against competing business objectives, such as how and where customers want orders shipped, time-to-delivery, and cost.

With Order Optimizer, Omni-channel executives can leverage advanced analytics to optimize and choose the best sourcing node in realtime to maximize capacity while reducing shipping cost for increased profit, especially during peak periods.

Order Optimizer helps retailers to understand and act upon changes in the market as they occur to perfectly balance between protecting margins, utilizing store capacity, and meeting customer delivery expectations.
Key prerequisites

Order Optimizer requirements:

- An internet connection and Mozilla Firefox or Google Chrome browser for accessing the Optimizer Dashboard or User Authorization User Interface
- A Linux™ or Microsoft™ Windows™ operating system for launching webservice for the integration between the order management system and Order Optimizer, in order to exchange order data and have optimal sourcing node information

Planned availability date

September 13, 2016

Refer to the Availability of national languages section for national language availability.

Description

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be found on the IBM Accessibility website.

Product positioning

Order Optimizer is a last-mile intelligent fulfillment software as a service (SaaS) solution that leverages advanced analytics to enhance order management systems so that eCommerce, merchandising, store operations, and supply chain departments can execute optimized fulfillment plans at the lowest cost to serve eCommerce orders. No other solution in the market provides logistics, store operations, merchandising, and eCommerce departments with a holistic, actionable view of Omni-channel fulfillment operations.

Order Optimizer is unlike traditional simulation and supply chain optimization solutions that cannot optimize sourcing decisions at the SKU or node level in realtime. Homegrown code solutions for optimizing sourcing decisions are too expensive to maintain and are not scalable.

Availability of national languages

IBM Order Optimizer supports US English only.

Translation information, if available, can be found at the Translation Reports website.

Program number

<table>
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<th>Program number</th>
<th>VRM</th>
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<tr>
<td>5737-B43</td>
<td>SaaS</td>
<td>IBM Order Optimizer</td>
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Education support
IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on IBM authorized training website.

Contact your IBM representative for course information.

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage™ and Passport Advantage Express™ website.

Publications

Product documentation for Order Optimizer can be found in IBM Knowledge Center.

IBM Knowledge Center is the new home for IBM product documentation. You can customize IBM Knowledge Center to create a collection of documents that include the technologies, products, and versions that you select. You can also interact with IBM and with your colleagues by sharing through email, LinkedIn, or Twitter, or by adding comments directly to topics.

Product documentation for Order Optimizer is also available through the product user interface by clicking the question mark icon.

Services

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Technical information

Specified operating environment

Hardware requirements

Order Optimizer requirements:

- A Microsoft Windows, Linux machine, or similar environment to launch Mozilla Firefox or Google Chrome web browser
- A Microsoft Windows or Linux machine to launch webservice

Software requirements

Order Optimizer requirements:

- Java™ 6, or later to launch webservice to:
  - Send the promised order and receive the response.
  - Send reference and transaction data related, for example, to the order, node, carrier, and product.
- An order management system that can send promised orders containing:
  - Order date
  - Order number
- Item ID (ID related to product, UPC, or SKU)
- Ordered quantity
- Carrier service code
- Ship to address
- Possible node assignment details (can be the store, distribution center, or both)

- An order management system that can receive and process the response containing:
  - Order date
  - Order number
  - Item ID (ID related to product, UPC, or SKU)
  - Node ID (can be the store, distribution center, or both)
  - Reject choice (Y/N) (indicates whether a node is selected for assignment or not)

- An order management system for sending reference and transaction data related to store and distribution center, product, or carrier through the Managed File Transfer Client using the Aspera® server

For additional software requirements visit IBM Knowledge Center.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**Limitations**

Additional information can be found on the License Information documents found on the IBM Software License Agreement website.

**Planning information**

**Packaging**

This offering is accessed through the Internet. There is no physical media.

**Security, auditability, and control**

Order Optimizer provides the security and auditability features required for remotely accessible software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Ordering information**

For ordering information, consult your IBM representative or authorized IBM Business Partner, or go to the http://www.ibm.com/software/support/pa.html website.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

More information can be found on the IBM Software Value Plus website.
To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, go to the Find a Business Partner page.

Product group: Order Management

Product: IBM Order Optimizer (5737-B43)

Product category: Selling and Merchandising

**Passport Advantage**

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<th>Program name/Description</th>
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<td>IBM Order Optimizer Subscription per 1 Million Order Lines Per Annum</td>
<td>D1PYMLL</td>
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<td>IBM Order Optimizer per 1 Million Order Lines Overage</td>
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<td>IBM Order Optimizer per Instance On-Demand Setup</td>
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<td>IBM Order Optimizer Service Additional Burst Capability per 100 Thousand Order Lines Pay per Use</td>
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**Charge metric**

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<td>Million Order Lines</td>
</tr>
<tr>
<td>IBM Order Optimizer</td>
<td>5737-B43</td>
<td>Instance</td>
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**Order Lines**

Order Lines is a unit of measure by which the IBM SaaS can be obtained. An Order means any document type defined in the IBM SaaS. Order Lines are the line items on Orders managed by the IBM SaaS. Sufficient entitlements must be obtained to cover the total number of Order Lines, rounded up to the nearest one Thousand, during the measurement period specified in Client’s Proof of Entitlement (PoE) or Transaction Document.

**Instance**

Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in Client’s PoE or Transaction Document.

**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

**Subscription**

The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use or the IBM Cloud Services Agreement (CSA) and the Service Description govern your use of this offering.

**Technical support**
Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of Use

The program's Terms of Use and CSA Service Description document is available on the Software as a Service terms website.

Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

Software Subscription and Support applies

No

IBM Operational Support Services - Support Line

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Education allowance does not apply. Education software allowance does not apply. Special education prices are available for qualified customers through Passport Advantage.

Statement of good security practices
IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

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If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required to access the https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller website.

For all local charges, contact your IBM representative.

Passport Advantage
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IBM Directory of worldwide contacts