

# B2B & industry



## Why an OMS?



Accelerate and optimise stock rotation



Adapt to complex logistics



Respond quickly to customer requests

## An OMS that brings B2B clients the B2C services they're used to

When making a purchase, consumers are used to fast, convenient fulfilment services with clear information on the date, time and cost of delivery. As B2B and industrial companies expand their e-commerce operations, they will need to provide omnichannel shopping experiences that live up to a standard set by their B2C counterparts.

B2B and industrial companies manage a large number of orders with multiple variables, such as quantities, lead times and technical specifications. They often operate across multiple sales channels, including online, in-store and through sales representatives.

An OMS becomes essential for seamless integration of these channels, ensuring visibility of inventory and orders in real time. An OMS also simplifies the management of complex orders, reducing errors and improving efficiency.

## Trusted by industry leaders



# Key features of OneStock OMS



Automate selection of the best stock points & carriers



Expanded delivery options, including Click & Collect



Unified view of all stock, orders & processes



Management of deliveries incl. Ex Works shipping

## Focus on OneStock OMS

**Inventory visibility**  
Accurate, real-time information about the availability and location of stock across your network.

**Analytics & reporting**  
KPIs to identify growth opportunities and improve operational efficiency.

**Gestion des retours**  
Multiple return options to meet all customer needs, regardless of the sales channel used to place the order.



**Omnichannel customer experience**  
Consistent shopping experiences for customers based on reliable delivery promises.

**Order orchestration**  
Highly customisable rules and algorithms ensure order processes are tailored to customers' specific needs.

**Advanced features**  
Agile delivery options and centralised customer support, tailored to your business strategy.



Omnichannel distribution at Würth began in 2019, to provide our online customers with delivery services through our 180 local stores. With OneStock, we offer Click & Collect and Reserve & Collect on our many references – services that are much appreciated and used by our customers.



**Allan Clesen**  
Head of E-Business

