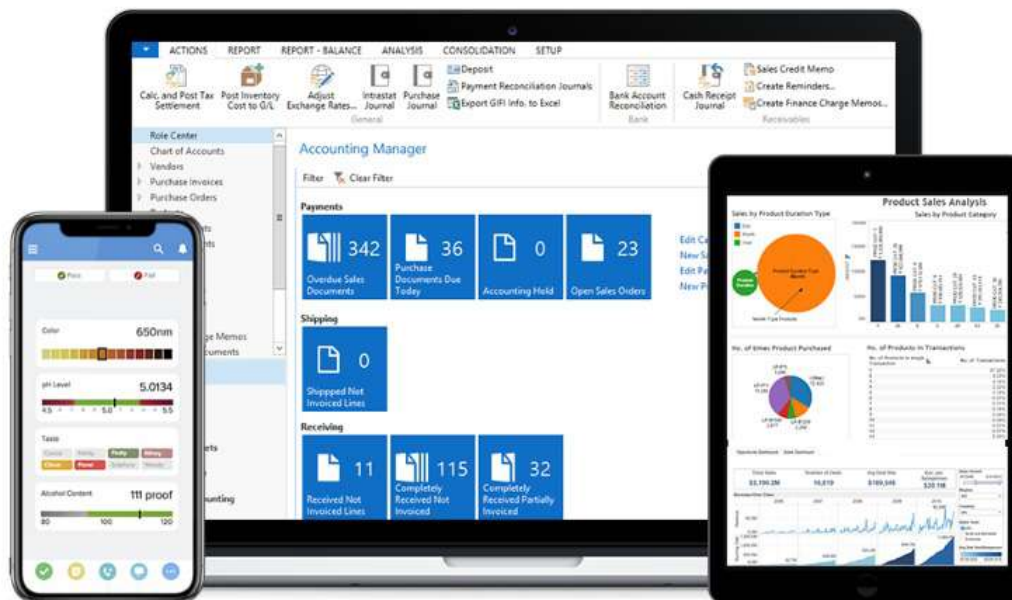





HOW WE ENABLED A LEADING US BASED FURNITURE RETAILER TO BECOME FULLY OMNI-CHANNEL?

CHALLENGES

-  **Manual Sales & Order Processes**
-  **Outdated ERP/CRM Systems**
-  **Scattered Data Across All Departments**



RESULTS

-  **Integrated Salesforce For Sales & Orders Generation**
-  **Used Third-party Services To Consolidate Data In MS Dynamics**
-  **Developed An End To End Omni-Channel Process**

Implementing an Omni-channel process enabled the retailer to receive accurate data across channels & departments. This help them with expand into new sales channels and reduce operational cost where required.