

Order processes

DiVA^{ERP}

ERP processes within e-commerce and omni-channel have to handle high volumes of core data and transactional information. A seamless integration of all your processes, including a high degree of automation, is achieved through detailed calibration. This enables the system to mirror your business processes largely automatically.

This is where it all begins: using his PC, tablet or smartphone, the customer searches your webshop and orders the desired product on-line then and there.



FINANCE

Our fully integrated, independently quality controlled and certified accounting package by Microsoft Dynamics NAV, delivered through DiVA, gives you a comprehensive overview of your business in real time, any time.

SUPPLY CHAIN

The right amount of the right goods, in the right place at the right time: DiVA helps you reach those essential targets. Delight your customers with excellent availability and still avoid holding excess stock and tying up capital unnecessarily.

PRODUCT RANGE

Managing your product range, item master maintenance, content and pricing information, sell-by dates and batch numbers. Clothing with styles and variables, consumer electronics with serial numbers or food items - our processes are designed to cope with a broad range of product types, including fully integrated drop shipment functionality.

DiVA^{LVS} WMS

24-hour or same-day deliveries, fulfilment management with automatic replenishment, and the direct link to parcel carriers - and all of it with the highest possible degree of optimisation and automation.

LOGISTICS

ERP processes within e-commerce and omni-channel have to handle high volumes of core data and transactional information. A seamless integration of all your processes, including a high degree of automation, is achieved through detailed calibration. This enables the system to mirror your business processes largely automatically.

FULFILLMENT

Scanner-supported exit controls at the packing table lead to increased customer satisfaction and avoid unnecessary returns. This includes optimised packaging and determining the most cost effective shipping solution. The biggest carriers like DHL, DPD and Hermes are already integrated into the system, making any further middle-ware unnecessary. DiVA is also fully enabled to cope with the international side of your business.

WAREHOUSE STRUCTURE

The storage structure within DiVA accounts for different warehousing areas like main and reserve storage, replenishing and fulfilment, and can function as chaotic storage with zone and storage area allocations. DiVA uses radio-controlled MDC for almost every step in the process to enable real-time data access for improved usability. Successfully validated customer orders are available minutes after release by the ERP system for further logistic processing in the webshop or call centre. Now the right balance between customer service and profit optimisation has to be found.

DiVA^{CRM}

Dove-tailing ERP and CRM is the key to success for many of our clients. Address validation, B2B or B2C focus, communication solutions like Chat and integrated CTI, as well as customer classifications based on scoring and managing marketing activities.

MARKETING

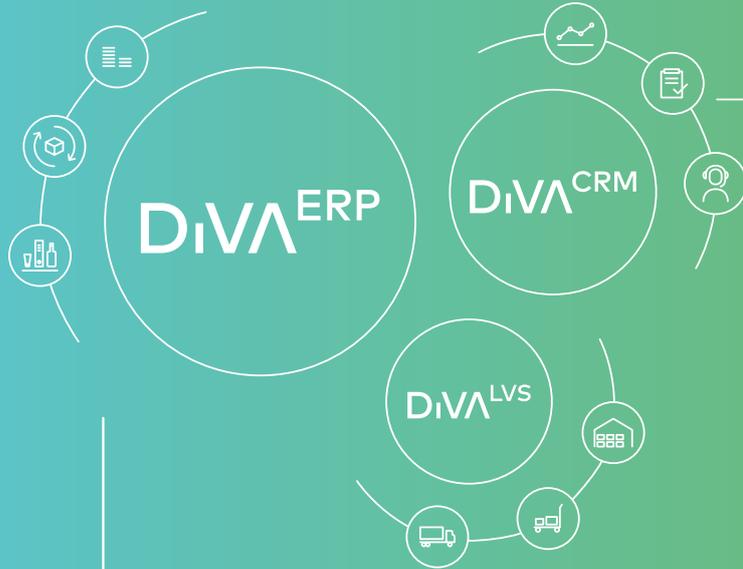
Planning initiatives and campaigns, birthday vouchers, early bird specials, happy hours, invite-a-friend, loyalty programmes, targeted newsletters, in-parcel leaflets or even good old print media: Marketing is the creative heart of your company.

ORDER MANAGEMENT

Processing orders from being placed in the shop, through to logistics and payment, with reliable and efficient checking routines is mandatory. The cherry on top is outstanding customer service with personal and relevant communication. In the times of Google, Amazon and on-line price comparison sites, this makes the customer choose you.

CUSTOMER SERVICE

In the times of Google, Amazon and price comparison shopping sites, excellent service is a prime selection driver for your customers' buying decisions. DiVA helps you to win over customers through relevant and personal communications. Score points with competent and fast query resolution over the phone, and proactive information via newsletter and service mails. Intelligent features help you maintain an overview of your business: you will keep control of all customer orders and requests to be processed, as well as the specific information on every individual customer.



The parcel carrier delivers the order.

Your product is on its way to the customers.