Customer-Centric Flexible Fulfillment

Salesforce Order Management Quick Start

Accelerate your post-purchase experience with confidence

Powering Your Order Management

Deliver the right information, to the right people, at the right moment

Empower Teams & Customers

Give reps, distributors, and shoppers real-time visibility into orders, shipments, and fulfillment status—without swivel-chairing systems

Improved Efficiency

Empower reps with information. Automate common requests and resolve cases faster.

Easily Integrated

Connect and customize your experience seamlessly with other digital properties.

Accessible Data

Accurately view inventory with a single source of truth across all orders and records.

Simplified Multi-ERP

Use OMS as an aggregated order information layer for a unified view.

Perfaware OMS Quick Start Offering

A fast, structured approach to unlock the value of Salesforce OMS

What Problems We Solve

- **Cloud-Based Access Everywhere:** Order information available across digital channels—service, commerce, field, partner portals.

- **Optimized Post-Purchase Workflows:** Support complex fulfillment logic, split shipments, dropship, backorders, and cancellations.

- **Unified Order & Customer Data:** Equip reps with a holistic view—orders, inventory, customer records—all in one place.

- **Built for Scale:** Start small, integrate quickly, and expand with confidence

What's Included

- **ERP-Ready Integrations:** Make order header, line, fulfillment, and tracking data visible in Salesforce.

- **Intelligent Notifications:** Email and in-app alerts for critical updates (e.g., VIP accounts, late shipments, exceptions).

- **Automated Service Handling:** Auto-create, route, and resolve cases for order exceptions, delays, and backorders

Because What Happens After the "Buy" Button Matters

Salesforce + Perfaware OMS ensures you start with a strong foundation—fast

JustFood ForDogs.
More life. More years. More love."

"Perfaware has been a game changer for our organization. By consolidating the work we were doing with four separate agencies, they significantly improved the consistency and quality of our new feature development, accelerated our time to development. Their expertise in Salesforce and commitment to our success have been invaluable. I only wish I had made the move sooner, as it would have saved us time and resources. Perfaware is a trusted partner that I highly recommend to anyone looking to enhance and streamline their salesforce implementations"

- **Blake D**
  Chief Technology Officer
  JustFoodForDogs

West Marine®

"We hired Perfaware LLC because of their extensive experience implementing omnichannel and retail solutions using Salesforce and IBM Sterling. They rolled their sleeves up immediately upon hitting the ground and dug into all our processes and provided valuable recommendations.

Perfaware engaged with the Salesforce product engineering team in face-to-face meetings to discuss requirements. All the while, the Perfaware team continued roll out out one release after another that, first and foremost, delivered value to our customers, and secondly, improved efficiencies of our entire West Marine consumer and operations experience.

We are extremely satisfied with the results of our partnership with Perfaware and highly recommend them to our colleagues in the retail industry."

- **John Devine**
  Chief Information Officer
  West Marine

snipes

"Our experience with Perfaware during our Salesforce Order Management rollout has been nothing short of amazing. Their team is not only highly knowledgeable but also truly dedicated to our success. They delivered value and features beyond what we expected in our initial talks, which have greatly benefited our business and our customers. They were always responsive and supportive, making the entire process seamless and enjoyable."

- **Michael Fulvio**
  Director of Customer Experiences
  Snipes

Seamless Omni-Channel Journeys

Deliver consistent, reliable post-purchase experiences across every channel

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Flexible Fulfillment Options
Buy Online, Pick Up In Store (BOPIS), ship-from-store, ship-to-store, showroom pickup, and curbside—all configurable

Empowered Self-Service
Let customers check order status, modify orders, and initiate returns—no support call needed

Global-Ready Architecture
Built-in support for multiple currencies, languages, tax structures, and compliance requirements
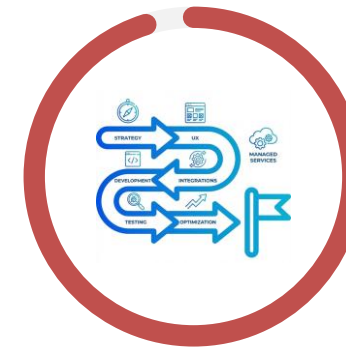
Perfaware
Experts in Salesforce Order Management

Your trusted partner for accelerating OMS implementations

Cross-Cloud Expertise
We navigate complexities across Commerce, Service, Sales, Marketing, MuleSoft, Data Cloud, and Retail Cloud

End-to-End Delivery
Strategy, UX, development, integrations, testing, optimization, and managed services—without fragmentation

Digital & B2B Specialists
With B2B buyers demanding seamless digital experiences, we help you scale quickly while enhancing operational efficiency