

A photograph of a retail clothing store. In the foreground, a white mannequin stands on a wooden bench, wearing a white lace top and black pants. The store is filled with clothing racks and various garments. The floor is polished and reflects the overhead lights. The Infor logo is overlaid in the top left corner.

RETAIL

# Infor Converged Commerce

**Unify your brand experience across every channel with intelligent, integrated, beautiful software**

Today's shopping journey involves many different paths. To keep up with customer activities—from exploration, comparison, and consideration, to purchase and even posting reviews—retailers strive for unified solutions. But patchwork attempts to integrate disparate systems can create system fragility while leaving behind data silos—which leaves you, as a retailer, still playing catch-up.

Infor® Converged Commerce is a unified selling platform deployed as a fully featured point of sale. This cloud-based, natively mobile software includes built-in offline and omni-channel capabilities to bring you a modern, differentiated customer experience.

## The Infor Converged Commerce Suite includes:

- Infor Engage
- Infor Omni-Channel Hub
- Infor Store Inventory Management
- Infor Store Fulfillment
- Infor Networked Order Management
- Infor Service Center
- Infor Promote

## Deliver modern customer experiences from one platform

Infor's Converged Commerce Suite gives store associates the data, tools, and process support they need to meet modern customer expectations in today's digital world. The system provides customer-centric profile views, endless aisle shopping, inventory visibility, and flexible options for fulfillment and delivery.

## Leave the heavy lifting to us

Cloud-based architecture solves hardware, software, security, and general IT management complexities, speeding the pace of innovation, and paving the way for more cost-effective upgrades, support, and maintenance. Converged Commerce lets you focus on being a retailer, instead of backend operations and software upgrades. And, its built-in resiliency allows you to operate in the cloud and continue to sell in disconnected mode—so there's never a lost sale caused by limitations in your software.

## Get the most out of your inventory

Use each store as a warehouse to speed up delivery to local customers, reduce overstocks, and fulfill orders anywhere in the world from the most efficient location.

## Manage every channel with one solution

The omni-channel hub powers a complete, end-to-end store solution. Connect your POS operations, e-commerce, and a global supply chain with real-time visibility into orders, inventory management, price, promotions, payments, loyalty programs, and fulfillment.

## Get rich, real-time data at your fingertips

Real-time views of customer activity, order history, product availability, and transaction data provide a comprehensive understanding of customers and a rich database to help you analyze and optimize the customer experience.

## Reduce training time with beautiful, intuitive UX

We believe that retail enterprise software should offer the same kind of beautiful and meaningful experiences as the software that you, your customers, and your employees are already using at home. Hook & Loop, our internal user experience lab, designed the Converged Commerce Suite to be intuitive, engaging, efficient, and beautiful.

Plus, our drag-and-drop design tools allow you to easily change page layouts for unique customer experiences, and we always make sure your brand is prominent—with marketing capabilities built into every interaction.

## Connect all your systems for one version of the truth

We understand you have lots of different existing systems today. That's why our Omni-channel Hub centralizes data and services for a single point of integration to other systems. Flexible integration lets you bridge the gaps among multiple store systems and link workforce management, HCM, financials, and Infor CloudSuite™ Fashion to the Omni-channel Hub—so the data you get is data you can trust.

## Highlights

- Built for the cloud
- Supports omni-channel transactions like BOPIS
- Real-time views of pricing & promotions, product availability, order history, and account information
- Intuitive content and data management
- Shared services such as pricing, product information, and tax calculation
- Robust natural language search functionality
- Recommendation engine
- Integration to payment systems
- Make changes to data or processes once—and only once
- Gain a complete understanding of customers across your enterprise
- Intuitive, beautiful user experience
- Mobile POS software for selling anywhere, anytime
- Real-time views of customer, product, inventory, and purchase history data
- Unified price and promotion management
- Store inventory management
- Store fulfillment, including ship from store

[Learn more >](#)



Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).

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