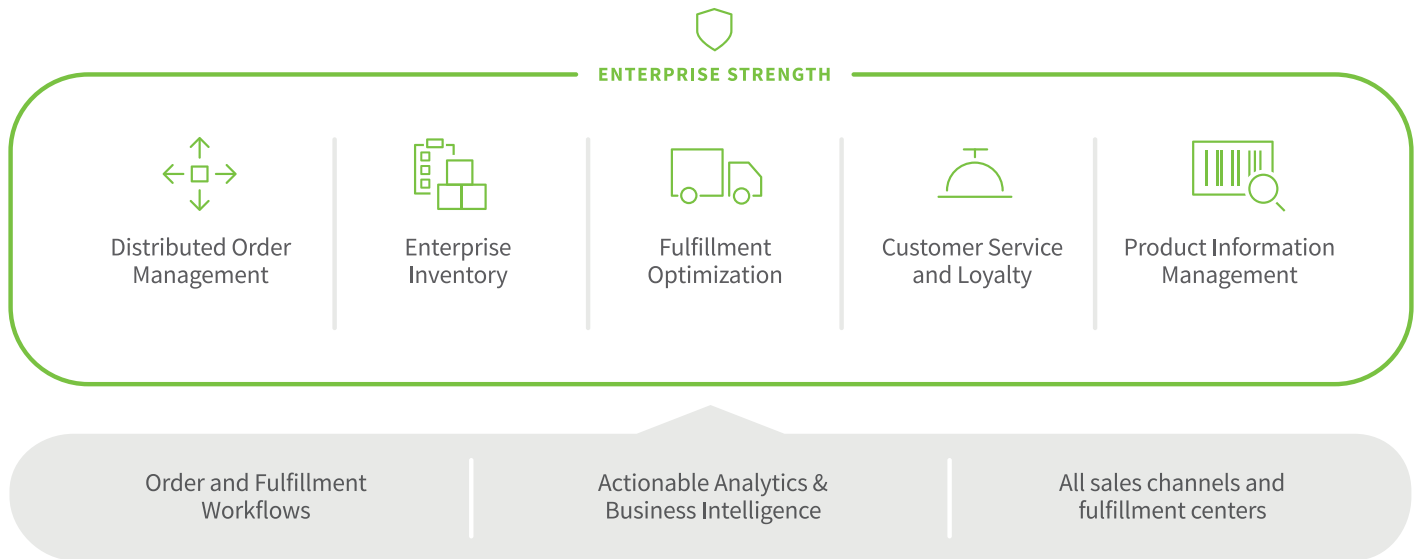


Pulse Commerce Order & Inventory Platform is the backbone of your omnichannel operations, maintaining a real-time view of orders, inventory, customers, products, promotions and fulfillment across your BigCommerce ecommerce platform, brick & mortar POS systems, warehouse management systems, marketplaces and more. With Pulse Commerce, BigCommerce merchants can improve order accuracy up to 80%, reduce order processing time up to 25%, and optimize operational costs, leading to margin improvement of 20% or more.



DELIGHT ONLINE AND OMNICHANNEL CUSTOMERS

Superior service and faster, more accurate deliveries.

- Enjoy amazing, consistent service across all channels.
- Buy anywhere. Pick up and return anywhere.
- Receive shipments on time and as ordered.
- Schedule future delivery date and track orders from the shopping cart to the doorstep

STREAMLINE SUPPORT

Real-time, enterprise-wide view of customers, orders, inventory, products and promotions.

360° View

Give CSRs and store associates immediate, real-time access to orders, customer preferences, inventory availability, product catalog and promotions across the entire online and brick & mortar enterprise.

Order Capture

Empower CSRs to modify existing orders and capture new ones – faster and more accurately.



Our partnership with Pulse Commerce further illustrates our commitment to providing merchants access to the highest caliber technologies and services available in the industry.

— Russell Klein, SVP Corp. Development, BigCommerce

OPTIMIZE OPERATIONS

Unprecedented visibility, faster order turnaround, and increased inventory turns.

Omnichannel Order Orchestration

Automate order processing, fraud detection, secure payment processing and intelligent order routing.

Fulfillment Optimization

Ship from the ideal warehouse or store to minimize shipping cost and shorten delivery time, and optimize inventory across all fulfillment locations.

Inventory Optimization

Real-time visibility of enterprise inventory reduces stock-outs and enables on-demand inventory and profitability reporting.

ENTERPRISE STRENGTH FEATURES FOR BIGCOMMERCE MERCHANTS

Distributed Order Management

- Intelligent order routing, approval and fraud management
- Order splitting, cancellations and partial shipments
- Efficient returns/exchanges processing
- Recurring subscriptions and continuity orders
- B2B support for order approvals and spend management

Inventory Management

- Real-time inventory visibility across all stores, warehouses, and fulfillment centers
- Multi-location inventory, barcoding, and drop-shipping
- Inventory costing and profitability analysis
- Kits/bundles with “real-SKU” component inventory tracking
- Back order and drop shipment tracking

Customer Service

- 360 view of customers, order history and behavioral insights
- Delivery date choice and order scheduling
- Order status lookup and order modification
- Refunds/credits and exchange processing
- Delivery confirmation and back-in-stock notification emails

Order Fulfillment

- Flexible fulfillment options, such as ship-from-store and click-and-collect
- Configurable shipping criteria, great for gifting & scheduling
- Certified UPS®, USPS® and FedEx® integration
- Drop shipping integration
- Multiple destination shipping

Benchmarking and Business Intelligence

- Easily benchmark and track each step of your operations from order-to-cash
- Drill-down reports with dynamic sorting, filtering, and grouping
- Interactive dashboards to track all of your KPIs
- Quickly identify bottlenecks and take corrective actions based on insights
- Data-driven decision-making tools and business intelligence

Integration – Powerful, Reliable BigCommerce Integration

Certified BigCommerce Inventory and Order Management Partner
Additional pre-built integrations include:

- Marketplaces, e.g. Amazon, eBay and Rakuten
- Store POS Systems, cloud-based
- Product Information Management (PIM) systems
- Shipping and fulfillment solutions

“ Pulse Commerce is a vital addition to the BigCommerce Enterprise platform for any merchant selling both online and in stores.
— Russell Klein, SVP Corp. Development, BigCommerce

“ Pulse Commerce enables us to exceed our customers’ expectations across every channel, from the very first interaction to fulfillment and everything in between. This drives our business growth and profitability, and the results speak for themselves.
— Tony Marrero, Director, SoccerPro

CLOUD-BASED ENTERPRISE ORDER & INVENTORY PLATFORM

99.9%+ Uptime Guarantee

Hosted on the world’s best IT infrastructure. One of the best uptimes in the industry, including 99.95%+ availability during the holiday season.



High Performance

Redundant cloud architecture for speed, availability and reliability.



BigCommerce
CERTIFIED
Tech Partner

Iron-Clad Security and Compliance

Follows the most stringent guidelines to secure infrastructure, including physical, operational, and software measures.

