



## Services and Solutions for Omnichannel Commerce

At Lightwell, we understand what it takes to make true omnichannel commerce a reality.

Our team has assisted some of the world's leading retailers and brands with their eCommerce and order management initiatives for more than a decade, and has extensive experience—on many levels—with the IBM technology solutions supporting them.

As an IBM Gold Business Partner, we can assist you with everything from software implementation and management services, to upgrades and ongoing support.

However, we're much more than just a reseller or services partner. We help our clients create exceptional business value and ROI, improve internal and external processes, and reduce overall costs.

We achieve this through a combination of deep business and technical expertise, knowledge of best practices, and innovative offerings, tools, frameworks, and assets.

And regardless of where you are in your omnichannel journey, we can assist you with a full range of services and solutions, tailored to meet your needs and budget.

### Our Services

Our services for the IBM Commerce portfolio include:

- Assessments
- Solution Architecture
- Implementation Services
- Development Services
- Maintenance Services
- Upgrade and Migration Services
- Training and Support
- Managed Services
- Cloud and SaaS

### Solution Focus

Our experienced team can assist you with the entire IBM Commerce solutions portfolio, including the following:

- IBM® WebSphere® Commerce
- IBM® Sterling Order Management
- IBM® Commerce on Cloud
- IBM® Payments Gateway

In addition, we can help you reduce the implementation time and cost while improving ROI of these solutions through our innovative frameworks, assets, and tools.

#### Lightwell OMS



Lightwell OMS is a suite of pre-built capabilities and value-added services that streamline the implementation, reduce the cost of ownership, and improve the ROI of IBM Sterling Order Management.

**It can help you reduce implementation time and costs by up to 65%.**

It leverages Lightwell's years of experience and deep expertise to provide a comprehensive, best-in-class order management solution from start to finish.

#### Sterling OMS Test Framework



The Lightwell Sterling OMS Test Framework automates and simplifies the full testing process for the IBM Sterling Order Management solution.

It significantly **reduces the time and cost** involved in creating and updating testing scenarios, while **reducing the risk of errors** across order management and fulfillment processes.

## End-To-End Commerce Services

Our experienced team will speed up your journey from siloed channels to true omnichannel commerce. Our array of services include the following:

 <p><b>Assessments</b></p>	<p>We'll review your business, processes, and technologies at a high level—as well as at the micro level—to identify improvement opportunities and potential solutions.</p>
 <p><b>Solution Architecture</b></p>	<p>We'll architect a solution that aligns with your business goals and provides a solid hardware infrastructure, a durable configuration, and a concrete ability to perform reliably and efficiently.</p>
 <p><b>Implementation Services</b></p>	<p>Leveraging best practices gained from over a decade of implementations, we'll assist you with hardware and software installation, configuration, testing, integration, and post-implementation follow-up.</p>
 <p><b>Project Management</b></p>	<p>We can provide full or partial project management assistance where we manage project budgets, resources, scope, issues, and risk.</p>
 <p><b>Development Services</b></p>	<p>Post go-live, we can assist you with general upgrades of the OMS solution, expanding its footprint into the environment (such as adding store operations), and performance testing, tuning and optimization.</p>
 <p><b>Operations and Maintenance Services</b></p>	<p>We offer customized remote and onsite management services tailored to your needs. This spans everything from providing level 2 support, identifying issues and their root causes, working directly with vendors to resolve issues, and working with internal teams to drive towards a customized solution.</p>
 <p><b>Staff Augmentation</b></p>	<p>We can augment your staff with skilled resources when needed for new initiatives, key projects, vacations, and holidays.</p>
 <p><b>Ongoing Support</b></p>	<p>We provide personalized, high-quality product support services that go beyond offshore or standard software support levels. Our skilled team can perform comprehensive troubleshooting and root cause analysis spanning everything from the interfaces that touch the OMS, the app server itself to the database.</p>
 <p><b>Managed Services</b></p>	<p>We can provide a dedicated team that manages everything from your solution design and deployment, to all day-to-day management and support tasks—at your facility or ours.</p>