

# Omni-Channel Fulfillment Global Market Research Study

FIVE-YEAR MARKET ANALYSIS AND TECHNOLOGY FORECAST THROUGH 2020

## E-COMMERCE DRIVES MARKET GROWTH

Omni-channel fulfillment is not a singular technology addressing a singular problem. Instead, it is a combination of solutions that allow an organization to fulfill orders received from multiple channels through a variety of channels. The key component is to fulfill the orders through the most efficient channel for both the consumer and company.

This study includes five major technologies: warehouse management systems (WMS), transportation management systems (TMS), distributed order management (DOM), inventory optimization/store replenishment, and demand planning. With the exception of WMS,

each technology fulfills a previous technology gap, representing a large opportunity for companies to refine and improve their omni-channel operations.

E-commerce growth is fueling the rise in omni-channel fulfillment. Findings from a recent ARC survey on omni-channel fulfillment suggests that e-commerce revenues have increased 51 percent over the last five years, and are expected to grow 42 percent in the next five years. This continued growth will make it more important for organizations to fulfill orders through the most efficient channel, regardless of where the orders originate. This is the foundation of omni-channel fulfillment.

## STRATEGIC ISSUES

The omni-channel fulfillment market is one of the faster growing and most intriguing area within supply chain management today. Other strategic questions answered include:

- What industry, technology, and regional trends impact the omni-channel fulfillment market?
- What other factors are driving growth in the omni-channel fulfillment market?
- What factors are inhibiting growth in the omni-channel fulfillment market?
- What are the key strategies for success in the omni-channel fulfillment market?

For more information, please visit us at [www.arcweb.com/market-studies/](http://www.arcweb.com/market-studies/).

## STUDY CONTENTS

### EXECUTIVE SUMMARY

Major Trends  
Technology, Industry, & Regional Trends  
Strategies for Success

### SCOPE

#### MARKET SHARES LIST OF FIGURES

Market Shares of the Leading Suppliers  
Market Shares by Region  
North America  
Europe, Middle East, Africa  
Asia  
Latin America

#### Market Shares by Revenue Category

Software  
Services

#### Market Shares by Service Type

#### Market Shares by Application

Transportation Management Systems  
Warehouse Management Systems  
Distributed Order Management  
Inventory Management  
Demand Planning

#### Market Shares by Industry

Automotive  
Electronics & Electrical  
Food & Beverage  
Household & Personal Goods  
Retail  
Wholesale & Distribution

Market Shares of Retail by Vertical  
Market Shares by Customer Size

#### MARKET FORECAST LIST OF FIGURES

Total Omni-Channel Fulfillment Business  
Shipments by Region  
Shipments by Revenue Category  
Shipments by Service Type  
Shipments by Application  
Shipments by Industry  
Shipments of Retail by Vertical  
Shipments by Customer Size

### KEY SUPPLIERS

A list of the major suppliers servicing this market are included, along with a link to their websites.

### SUPPLEMENTAL REPORTS

Also available for purchase:

“The State of Omni-Channel Fulfillment”

“Omni-Channel Fulfillment: The Practitioners Perspective”

“The Truth About the Omni-Channel Customer Experience”

The Worldwide Omni-Channel Fulfillment Market

