Challenges Stitch Solves

	Symptom	Challenge	Solution
Business Insight	Lack of visibility into movement of inventory	Inaccurate audit of what inventory is transferred where and by whom	Create audit trail of inventory movement
	Poor inventory planning	Limited visibility into what inventory is where	Have single system for managing inventory
	Too much time spent identifying where inventory has been moved to	Disparate systems for traking inventory locations	Centralized system for reporting and tracking
	Large team having difficulting keepng track of inventory	No record of what inventory was transferred, and where it is	Reporting on movement of inventory across all channels
	Transferring too much inventory from location to location	Cannot accurately forecast how much inventory should be allocated to each location	Reporting on sell-through by location
	Workarounds to ensure accurate financials	System of record for inventory & orders incompatoble with FIFO, Landed Cost, and other financial requirements	FIFO, Landed Cost, Average Unite cost compatibility in IMS/OMS
	Costs of their operations and supply chain are growing	Merchants inability to identfy inefficiencies in their operation	System that shows costly areas of shipping and fulfilling orders
	No information on orders after they're passed to a 3PL or shipping solution	Can't edit or view orders after they're placed with 3PL	Allow for editing and managing orders post-purchase
Customer Experience	Can't route orders to customers in way that they want	Lack of flexibility into how specific orders can be fulfilled	Fully customizable order-routing
	Order ships later than expected because one of the item is not ready to ship, even when the other items are	Can't split orders into two shipments when one of the items will need to ship later than the other	Customized order splitting and routing
	Popular products often sold out	Unclear what inventory is considered a top-performer and cannot replenish accordingly	Alerts when popular products are running low
	Cancelled Orders	Customers cancel orders when they find out that their order is not ready to ship in time	System that can accuralty reflect which products can ship when
	Diffculty doing same-day or two-day shipping	Geo-routing orders to the closest warehouse ensures one-day and two day shipping can be done when using bi-coastal 3PLs	Customized order-routing and ability to add new 3PL with ease
	Shopify can't handle very high order-volume merchants, overselling happens, CX takes a hit	Merchants who are overselling products because they have 2,500 transactions an hour or more on across multiple Shopify accounts	Centralized IMS that processes orders quickly, and with accuracy

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Merchandising Strategies	I want to get into Big Box	Want to sell into big-box retailers as a sales channel which requires EDI capabilities	Easily integrate all sales channels into one operations system
	Can't operationalize bundling, so avoid it altogether	Rigid system that can't accommodate bundling workflows	Flexible system that allows for automating bundling workflows
	Can't opertionalize pre-orders, so avoid it altogether	Rigid system that can't accommodate pre-order workflows	Flexible system that allows for pre-ordering workflows
	Not knowing which products/styles/categories to invest in	Lack of singular view into sales across all sales channels and inability to forecast where inventory is needed	Centralized data and reporting on inventory and orders
Customer Retention	Disappointed Customer because item was not available	Overselling becuase the website does not reflect actual inventory levels	Centralized system for keeping track of inventory in real time
	Dissapointed customer from inaccurate shipment information	Lack of visbility into order status after order is sent to 3PL	System with more control and visbility over order after it's sent to 3PL for fulfillment
Manual Process	Costly Customer Service Interaction	When items are oversold, customer service gets involved to manage backorders and their time gets eaten up	Prevent overselling by having real time information on inventory levels across all sales channels
	Time spent manually managing preorders	Without automated pre-order workflows, pre-orders create a large manual workload	Easily create and automate preorders
	Time spent splitting orders if order has only some items in stock	Customer service hours eaten up when there are no custom pre-order workflows	Ability to edit/manage orders post-purchase but pre-fulfillment
	Lack of visbility into incoming inventory	Disparate locations of Purchase Orders	Having POs integrated into operations systems
	Time spent by the team searching for what product will become available, and when	Inability to map POs to incoming shipments from manufacturer	Having POs integrated into operations systems
	Time spent communicating what a manufacturer should ship to your 3PL	3PL does not receive Advanced Ship Notices from your manufacturer	Ability to notify 3PL when there is incoming shipment from manufacturer
	Lost time due to duplicate data entry	Disparate, non-integrated systems for managing inventory, orders and fulfillment	Centralized operations management solution
	Time spent on combining sales data and inventory data	Without a centralized system, inventory data and sales data are in disparate systems	Centralized system for looking at all sales data and inventory levels
	Difficulty onboarding a new 3PL	Understanding which 3PL orders should be sent to and which warehouse should house inventory is extremely difficult without having a system that orchestrates orders	Easy integration of 3PL into operations system

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	Creating and tracking POs is difficult and time-consuming	Merchants who need purchase orders to be in same system as other areas of their operations	Having POs integrated into operations system
Margins	Discount order for upset customers	Discounts often act as apologies for mismanaging expectations to customers and can eat into margins when items are oversold	Real time data on inventory levels across all sales channels
	Units sold at a deep discount	Over-buying inventory because they don't know how much inventory they have, how much is committed, and how much they're expecting from manufacturer	Central system for managing all inventory, orders, and incoing inventory from supplier
	Expenses for sending an order to a 3PL they cannot fulfill	If an item on pre-order is accidentally sent to 3PL and they cannot fulfill it becuase inventory is not yet available, 3PL will ding the brand with a fee	Easily create and manage preorders
	High shipping costs	Inefficient fulfillment strategies lead to high shipping costs	Geo-routing orders to the closest fulfillment center reduces shipping costs
Growth Hindering	Cash is tied up	Aging inventory causes their financial assets to be tied up as inventory in a warehouse (also causing warehousing fees if using 3PL)	Inventory visbility to make it easier to know how much to buy
	Losing track of how many of each SKU is available/committed/shipped	Merchants looking to track their inventory across multiple locations	Having a record of how much of each SKU is in each location
	Can't view or edit orders once they're passed to 3PL	No insight into orders once they're passed to the 3PL	Better control over their inventory and orders managed by 3PLs
	I don't have the development staff to manage 3PL integrations to my sales channels	Integrations to 3PLs is outside of most merchant's wheelhouse	Merchants need a solution provider who can build and maintain 3PL integrations
Marketplaces	Revoked Selling Priviledges on a Marketplace	Overselling mismanages customer expectations and can cause marketplaces to pull their listing as a result of creating a poor CX	Real time data on inventory levels across all sales channels
	I want to control how my merchandise is pushed from specific sales channels	Can't customize what stock is pushed to their channels	Selective stock push to each sales channels