

# Matrix Commerce™ Order Management

*Create a buyer-centric approach for retail and wholesale customers*

## 2025 CONSTELLATION SHORTLIST

The Constellation ShortList™ presents vendors in different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research. This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

### ABOUT THIS SHORTLIST

#### About Matrix Commerce

Matrix Commerce™ analyzes the disruptive pressures that influence the commerce paradigm. Commerce faces rapidly changing business models and new payment options that are often misunderstood and poorly integrated. Constellation forecasts a 5.8 billion market by 2030.

Matrix Commerce means the fusing of demand signals and supply chains in an increasingly complex world of buyers seeking frictionless buying experiences. Friction in this new world originates from new regulatory requirements, such as sustainability, taxation and privacy.

As the world revolves around the buyer, channels, demand signals, supply chains, payment options, enablers and big data will converge to create what Constellation coined in 2011 as Matrix Commerce. Matrix Commerce spans across disciplines as people, process and technologies continue to transform today's commerce models. The goal is to deliver campaign to commerce with a customer-centric point of view.

#### About Order Management

Order management for Matrix Commerce solutions enables organizations to execute buyer-centric retail and wholesale orders. Features of this type of solution include order capture, order fulfillment, order completion, and billing and collections.

### LIKE WHAT YOU SEE?

Consider partnering with Constellation Research on your go-to-market-strategy. Email [ShortList@ConstellationR.com](mailto:ShortList@ConstellationR.com) for more info.

To learn more about Constellation Research Shortlists visit:  
[www.constellationr.com/ShortList](http://www.constellationr.com/ShortList)

### 10 SOLUTIONS TO KNOW

Constellation evaluates more than 50 solutions categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share, and internal research.



ADOBE



APOTOS



BLUE YONDER



HCLSOFTWARE COMMERCE



IBM STERLING ORDER  
MANAGEMENT



MANHATTAN ASSOCIATES  
ORACLE  
SALESFORCE COMMERCE  
CLOUD



SAP



TECSYS



## THRESHOLD CRITERIA

Constellation considers the following criteria for these solutions:

- Ubiquitous channel delivery
- Multiple stakeholder access
- Select the right product or service
- Determine the correct quantity and configuration
- Meet acceptable levels of quality
- Pricing controls
- Supply from the agreed-upon sources
- Delivered to or installed with the right customer
- Meet an agreed-upon period of time
- Accurate fulfillment
- Use the most appropriate packaging
- Include the right documentation
- Complete with the right frequency
- Handle returns via any channel
- Address warranty claims
- Include regularly scheduled repairs
- Meet agreed-upon service contracts
- Support distributed order orchestration
- Apply ML and AI for automation

## ABOUT CONSTELLATION RESEARCH

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation. Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

## FREQUENCY OF EVALUATION

Each Constellation ShortList is updated at least once per year. Updates may occur after six months if deemed necessary.

## EVALUATION SERVICES

Constellation clients can work with the analyst and the research team to conduct a more thorough discussion of this ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.

## BUSINESS THEMES



Matrix Commerce



**R “Ray” Wang**  
Founder & Principal Analyst

R “Ray” Wang provides insight into how disruptive technologies and new business models—such as digital transformation— impact brands, enterprises and organizations. He also focuses on harnessing innovation, creating next-generation business and IT leadership, and applying the new rules of business. Wang has held executive roles in product, marketing, strategy and consulting at companies including Forrester Research, Oracle, PeopleSoft, Deloitte, Ernst & Young and Johns Hopkins Hospital.

