

Core Whitepaper <

# From Commerce Tools to Autonomous Operations

The New Operating Model for Digital Commerce



Build Less. Run Lean. Adapt Fast.



Operational Efficiency  
↓ 60% TCO



# Entering the Autonomous Commerce Era

For years, digital commerce revolved around software platforms, IT integrations, and development roadmaps. But the rules have changed. The winners of tomorrow will not be those who build more technology, but those who operate more intelligently.

Speed, efficiency, and adaptability are no longer trade-offs, they're key requirements for future-proof commerce and define competitiveness. Yet most organizations are still stuck in a tech-centric model that makes change slow, expensive, and dependent on IT. It's time for a shift: from building commerce tools to operating intelligent systems that run themselves.

Commerce executives must prepare for a new era: lean, visual, and autonomous. Welcome to the **Autonomous Commerce Era** where orchestration, intelligence, and adaptability work together. Businesses no longer need more tools; they need systems that understand context, act on data, and empower teams to operate at the speed of opportunity.



# Why Commerce Fails to Flow – Composable Fatigue and the Microservice Trap

Modern commerce platforms set out to unlock freedom. Microservices, composable architectures, and headless stacks aimed to enable agility. Yet in practice, they've often resulted in a new kind of complexity.

Today, many leaders experience what Gartner calls Composable Regret. Realizing that flexibility without orchestration leads to fragmentation. Processes stall between tools, teams, and handoffs, and agility turns into friction.

One major source of friction is the disconnect between front-office experiences and back-office operations. While modern customer experiences evolve rapidly, the underlying processes often remain rigid, manual, or buried in legacy systems. This gap creates delays, inconsistencies, and fragmented customer journeys especially in hybrid B2B/B2C environments.

We'll explore how to overcome these friction points in the following sections. Reality bites: composability didn't solve the problem, it fragmented it.

## Meanwhile, the demands on commerce are rising:



**Speed is the new edge.** Market shifts require operational response in real time—not in quarters or longer periods.



**Efficiency beats expansion.** In today's economic climate, achieving more with less investment is the new growth strategy.



**Resilience depends on process agility.** It's no longer enough to integrate tools—you need to orchestrate business logic.





## Here's what that paradigm shift looks like:

- ✓ No more disconnected tooling. Businesses need orchestrated processes not a patchwork of integrations.
- ✓ Value streams over workarounds. Think in end-to-end outcomes, not isolated tasks.
- ✓ Visual process modeling instead of coding. Business teams design and adapt processes directly without developer dependency.
- ✓ Systems that act, not just respond. Intelligent agents respond autonomously to real-time events across your stack.

Commerce must evolve from integration to orchestration, from manual execution to autonomous operation.

Power your digital supply chain

Time-to-market  
45%

# The Emporix Architecture: Built for Orchestration and Intelligence

Emporix introduces a radically different way to run commerce: Emporix ACE (Autonomous Commerce Execution)

## The Operational Core: Commerce Orchestration

To put operations first, Emporix combines a range of capabilities into a groundbreaking end-to-end commerce platform.

**Commerce Engine (CE).** Execute core commerce tasks (like cart, pricing, and promotions) as modular and scalable services plugged into your ecosystem. This is the "bread and butter" of any commerce stack. Standard functionality that every serious vendor must provide.

**Orchestration Engine (OE).** Serves as the central nervous system connecting MCP, AI agents, and core commerce modules. It provides a best-practice library of pre-built value streams that can be easily customized to your business needs enabling organizations to orchestrate end-to-end processes visually, modularly, and without coding.

**Goal:** Enable processes to become transparent, adaptable, and intelligently governed without reliance on custom code.



## The Thinking Layer: Agentic Commerce Intelligence (ACI)

Emporix brings autonomy to commerce operations with Agentic Commerce Intelligence, a library of preconfigured agents and a framework for individual, custom agents.

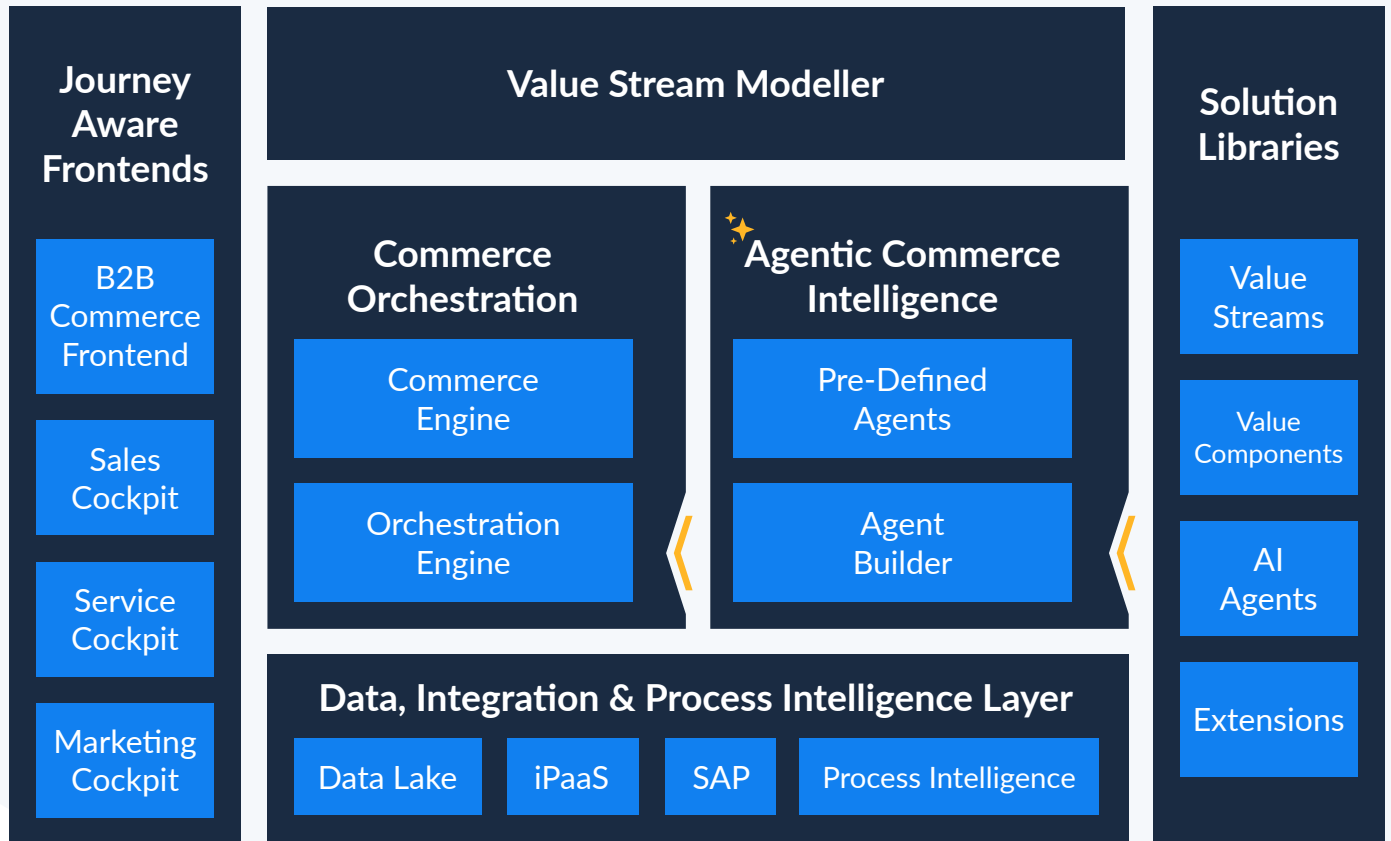


**Preconfigured Agents.** Function like a library of ready-to-use logic blocks that can be activated with a click. These agents come with best-practice templates and real-world use cases, making it easy to understand where and how to apply them. They can be tailored to your needs. Ideal for fast value realization without starting from scratch.

**Custom Agents.** Offer a full development framework for building customized logic and automation flows. Built on top of the Emporix infrastructure, these agents allow businesses and implementation partners to deploy highly specific business logic, deeply integrated into existing ecosystems.



# MACH architecture – Autonomous Commerce Execution



# Agents in Action: Orchestration at Work

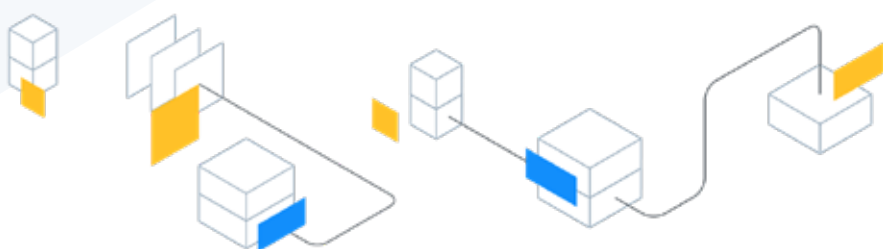
The true power of ACI is unleashed when agents work alongside orchestrated value streams. They don't just execute tasks; they inject real-time intelligence into the business logic:

**Anti-Fraud Return Agent.** When a customer initiates a return (a core value stream), this agent instantly analyzes the order history, product type, and return frequency. If the risk score is too high, the agent automatically triggers an alternative path in the return value stream, such as requiring manager approval or routing the item to a specialized inspection before issuing a refund.

**Predictive Inventory Agent.** This agent constantly monitors sales data, seasonality, and supplier lead times. Based on its predictions, it automatically triggers an action within the Order Fulfillment or Smart Restocking value stream—for instance, proactively adjusting stock levels in the Commerce Engine or generating a priority purchase order request to prevent future stockouts.

**Order Fulfillment Agent.** Rather than relying on a static, manual process, this agent monitors the real-time status of orders against existing SLAs. If a delay is detected in the back-office (e.g., slow warehouse picking), the agent autonomously triggers a pre-defined customer communication flow, or even initiates an automated order splitting action within the fulfillment value stream to ensure on-time delivery of available items.

This fusion of intelligent agents and visual orchestration replaces brittle, custom-coded workarounds with resilient, self-adapting business logic.



Want to dive deeper? Download our PDF report **“7 AI Agents to accelerate your B2B Commerce”**.

[Download PDF Report](#)

**Goal:** Autonomous Commerce that doesn't just respond, but thinks and acts.

Together with the Journey Aware Frontend and the other core components of ACE, these layers create the foundation for Autonomous Commerce from manual and reactive to orchestrated, connected, and self-optimizing operations.

## Two Paths to Transformation: Replatforming or Augmentation

Every organization starts from a different point. Emporix supports two complementary transformation strategies. And increasingly many organizations urgently want to modernize their digital commerce stack, yet they face tight investment thresholds or a lack of appetite for large upfront spend. What they need is a way to move forward **without committing to a high-risk, high-cost rebuild** and Emporix delivers precisely this flexibility.

Emporix users can license only the specific commerce components they need to orchestrate a particular value stream, and use them independently. Whether they're modernizing one single workflow or reimagining their full commerce core, Emporix adapts to any architecture and ambition.



**EMPORIX**

## Replatforming: Start Fresh, Scale Fast

- 1 Define and launch core value streams for an MVP.
- 2 Build differentiated front ends for brands or regions.
- 3 Extend and refine processes based on data insights.
- 4 Benefit from a phased investment model that reduces upfront cost and accelerates ROI.

## Augmentation: Modernize Without Disruption

- 1 Introduce new value streams alongside existing systems.
- 2 Gradually replace legacy modules following the **Strangler-Fig Pattern**.
- 3 Transition to a fully autonomous commerce core step by step.
- 4 Ideal for CFOs seeking modernization with controlled spend, reduced financial risk, and clear value realisation at each step.

Whichever path you choose, Emporix delivers Fast Time-to-Value by activating proven, prebuilt value streams instead of rebuilding from scratch. This means organizations can evolve their stack in line with financial realities: modernizing continuously, paying only for what creates immediate value, and avoiding the heavy upfront investment traditionally associated with digital commerce transformation.



# What You Get When Putting Operations First

Emporix offers not just a smarter way to operate. It provides a proven path to better performance with results that many organizations have already realized. Strategically, this means faster market response, more innovation capacity, and developer time freed up for true differentiation.

## What Our Customers Typically Achieve



### Up to 40% faster time-to-market

New products, promotions, and processes go live in days not months.



### Up to 35% cut of operating cost

Thanks to no manual interventions, glue code, and fragmented tooling.



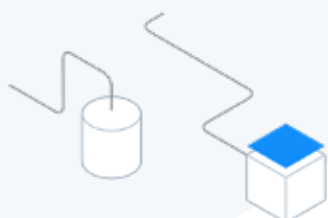
### Greater autonomy for business user

Visual modeling puts business teams in charge, no workaround tools required.



### Unified visibility

One unified layer to govern, monitor, and evolve commerce processes.



# Beyond Traditional Platforms: Autonomous Commerce in Action

Emporix isn't just another commerce platform. It's a new operating model for digital commerce. Where others build more tools, Emporix unites them under one orchestrated, intelligent framework. It's **Agentic Commerce in action** where systems don't just execute, but decide what's next.

## Built for Enterprise B2B

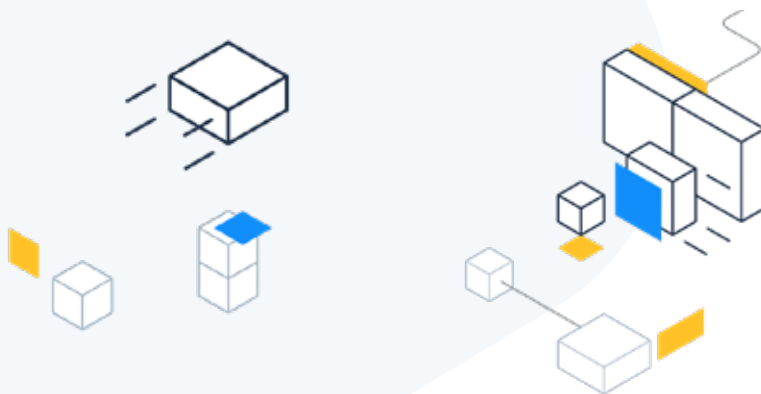
Modern B2B organizations operate in environments defined by complexity, specialization, and high expectations for digital maturity requiring systems built to handle real-world depth rather than demo-level simplicity.

- Multi-brand, multi-channel, multi-market operations.
- Complex pricing, approvals, and configurations.
- Deep ERP and CRM integration without replatforming.

## Autonomous by Design

Modern enterprises need systems that evolve with them adapting to new models, signals, and workflows without triggering IT-heavy projects.

- Visual orchestration instead of code.
- Agents that apply logic and trigger actions automatically.
- Augment existing systems instead of replacing them.



## Proven in the Field

Companies across industries trust Emporix to streamline complexity and scale efficiently. Emporix is not just future-ready. It's already driving the future of commerce.



HABA unified B2B, B2C, and retail on a single platform in just 4 months.



ACR (AmerCareRoyal) cut cycle times by up to 80% through automated purchase orders and returns.



LMT-Tools now delivers fully tailored B2B experiences integrated across ERP and CRM.

## Ready to Operate Smarter?

Commerce is entering a new era. Emporix empowers enterprises to orchestrate, automate, and scale commerce without the drag of custom code or fragmented stacks.

But not with a generic demo or cookie-cutter pitch. Instead, we offer hands-on, strategic entry points tailored to your organization's reality. Together with our implementation partners we coach you through your transformation, providing guidance, insights, and workshops.



**EMPORIX**

# Autonomous Commerce Readiness Session

Is your current solution fit for Autonomous Commerce?

We assess your architecture, identify key bottlenecks, and outline what orchestration could unlock. Quickly and with minimal disruption.

## Value Stream Discovery Workshop

Where are your biggest commerce process gaps and how fast can you fix them?

Together, we map a high-impact process in your organization and show how it can be run autonomously with Emporix. No fluff, just actionable insight.

[Book Discovery Workshop](#)



# About Emporix

**From commerce tools to autonomous processes.** Emporix is the first platform for Autonomous Commerce.

- › Orchestrate processes instead of integrating systems.
- › Visualize instead of programming.
- › Act instead of react.

With Emporix, companies can control complex commerce processes in real time – without custom code, without replatforming, without IT dependency. Instead of stacking even more tools, combine the best of orchestration and AI.

You don't need another platform. You need a better way to do commerce. Emporix makes that possible.



## Contact Us



[www.emporix.com](http://www.emporix.com)



[info@emporix.com](mailto:info@emporix.com)



[emporix](https://www.linkedin.com/company/emporix)

**EMPORIX**