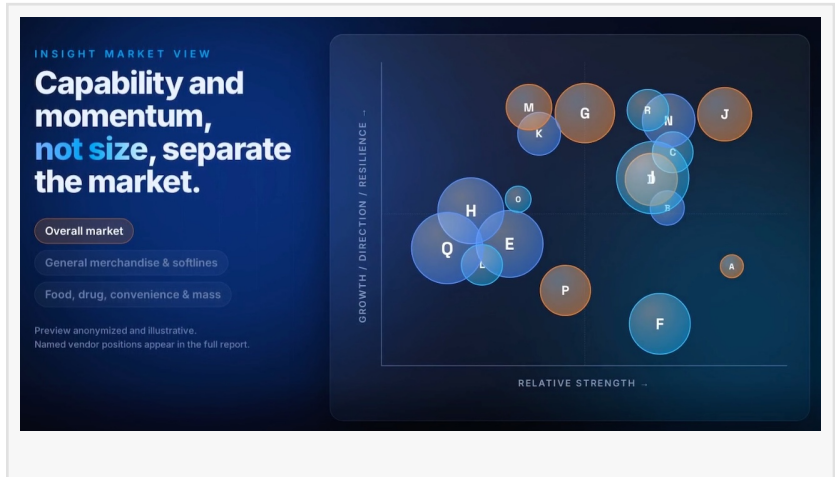


IHL Group: Worldwide OMS Software Spend to Reach \$4.3 Billion by 2029

New IHL Insight Market View evaluates 18 enterprise order management vendors and gives retailers a ten-question selection checklist

NASHVILLE, TN, UNITED STATES, October 8, 2026 /EINPresswire.com/ -- IHL Group, a global research and advisory firm covering the retail and hospitality industries, today released its ****2026 [Order Management](#) Systems Market Study****. The Insight Market

View, part of the IHL Retail Executive Advisory Program, projects worldwide order management software spend to grow from ****\$2.2 billion in 2024 to \$4.3 billion by 2029****, with SaaS and cloud rising from ****\$1.4 billion to \$4.0 billion**** over the same period.



“

With the speed in which AI is transforming retailers, having the single record of the truth is critical for success. For the best performing retailers, the OMS is that single version of the truth”

Greg Buzek

On-premise software spend is forecast to decline from ****\$416 million in 2024 to \$180 million in 2029****, while on-premise maintenance moves from ****\$358 million to \$170 million****. The figures come from the IHL WorldView IT sizing and forecast model and are reported in the study's worldwide spend view.

The study evaluates ****18 enterprise vendors****: Aptos, Blue Yonder, Deck Commerce, Deposco, Fluent Commerce, Fujitsu, IBM, Infios, Jesta IS, KBRW, Kibo Commerce, OneStock, OneView Commerce, Oracle, Planet, Salesforce, SAP, and Teamwork Commerce. Insight Market View

positioning maps cover the overall market, general merchandise and softlines, and food, drug, convenience and mass retail.

"With the speed in which AI is transforming retailers, having the core system with the single record of the truth is critical for retail success. For the best performing retailers, the [OMS](#) is that single version of the truth", said [Greg Buzek](#), President of IHL Group. "Retailers that want to

succeed with AI in their operations need a strong Order Management System to help bring the data clarity necessary for success. Otherwise they are making faster bad decisions."

The executive summary names five market trends: AI-Driven Operational Intelligence; Modular, API-First Architectures; Business User Empowerment and Low/No-Code Configuration; Support for Complex Commerce Models spanning B2B, B2C, and hybrid B2B2C; and Ethical and Transparent AI. The study finds AI deployment has shifted from experimental to mainstream as a component of competitive differentiation in fulfillment, predictive scenarios, tariff and cost modeling, inventory segmentation, and related operating decisions.

For retailer shortlists, the study includes ****Retailer Key OMS Selection Questions****, a ten-question set covering shipping optimization explainability, AI/ML roadmap maturity, business-user adaptability, omnichannel journey depth, scale at peak, roadmap commitments, integration speed, sustainability and AI ethics, tariff impact on fulfillment and returns, and recent client-proven results.

The 2026 Order Management Systems Market Study was authored by ****Jerry Sheldon****, VP Technology, and ****Lee Holman****, Lead Retail Analyst. The source manuscript is dated September 2025 in IHL's research vault; the public product title for this release is the 2026 Order Management Systems Market Study.

Methodology

IHL Insight Market View studies combine the WorldView IT Sizing Forecast Model (hardware, software, SaaS, and services categories across retail and hospitality), the Sophia Data Service tracking technology installs at thousands of enterprise retailers and hospitality providers, public-record and interview validation of vendor installs and traction, and a merged view of market size with relative vendor scale. Participation and scoring detail are documented inside the study.

The 2026 Order Management Systems Market Study is available at:

<https://www.ihlservices.com/product/the-order-management-market-2025/>

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