

Service Definition

Sitecore OrderCloud

Service overview

Sitecore OrderCloud is a fully managed, cloud-native, API-first commerce platform that enables organisations to build, operate, and scale transactional digital services. Delivered as software-as-a-service (SaaS), it supports complex ordering, pricing, and fulfilment workflows without customers managing infrastructure or platform components.

Service description

Sitecore OrderCloud provides a flexible, headless commerce capability designed for modern digital architectures. The service enables organisations to manage product catalogues, pricing models, buyers, suppliers, orders, and fulfilment processes through secure APIs and supported administrative interfaces.

The platform is suitable for public-sector transactional services, B2B procurement portals, and service-ordering workflows. It integrates with existing CRM, ERP, payment, and fulfilment systems while remaining independent of specific front-end technologies.

Service model

- **Delivery model:** Software-as-a-Service (SaaS)
 - **Hosting:** Provider-managed cloud infrastructure
 - **Access:** APIs and supported administrative interfaces
 - **Updates & maintenance:** Managed by the provider
 - **Scalability:** Automatically scaled by the platform
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Key functionality

- API-first, headless commerce architecture
- Product catalogue and pricing management
- Buyer, supplier, and organisational structures
- Cart and order lifecycle management
- Approval workflows and order orchestration
- Integration with third-party systems via APIs
- Role-based access and permissions
- Secure, auditable transaction processing

Intended users

The service is intended for:

- Public-sector organisations delivering transactional digital services
- Teams managing procurement or service-ordering platforms
- Digital and integration teams building composable architectures
- Administrators managing users, catalogues, and workflows

Customisation

What can be customised

Customers can configure:

- Product catalogues and pricing models
- Buyer, supplier, and organisational hierarchies
- Order workflows and approval rules
- User roles, permissions, and access controls
- Integrations using supported APIs

How customisation is performed

Customisation is achieved through configuration using documented APIs and supported administrative interfaces. No changes are made to the underlying platform code or infrastructure.

By whom

Customisation can be performed by authorised customer administrators, developers, or integrators with appropriate permissions.

API access

What users can do

Users can:

- Manage products, catalogues, pricing, and promotions
- Create and manage carts, orders, and workflows
- Manage users, roles, and organisational structures
- Integrate with CRM, ERP, payment, and fulfilment systems
- Retrieve transactional and operational data

What users can't do

Users can't:

- Modify or manage underlying infrastructure
 - Bypass authentication or security controls
 - Access other customers' data
 - Change core system behaviour outside documented APIs
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Security and governance

The service includes:

- Role-based access control
 - Secure API authentication and authorisation
 - Logical separation of customer data
 - Auditable transaction and configuration activity
 - Platform-level monitoring and maintenance
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Service constraints

- Requires internet connectivity
 - Available only as a cloud-hosted SaaS service
 - No on-premise or customer-hosted deployment
 - No bespoke platform development
 - Dependent on supported APIs and integrations
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Software add-ons or extensions

Sitecore OrderCloud is a **standalone cloud software service**.

It does not require other Sitecore products but can integrate with them where required.

Support and service management

- Service availability and maintenance managed by the provider
 - Platform updates applied without customer intervention
 - Support provided in line with the agreed service offering
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Summary

Sitecore OrderCloud enables organisations to deliver secure, scalable, and flexible digital commerce and transactional services using a modern, API-first SaaS platform, without the operational burden of managing infrastructure or core commerce software.