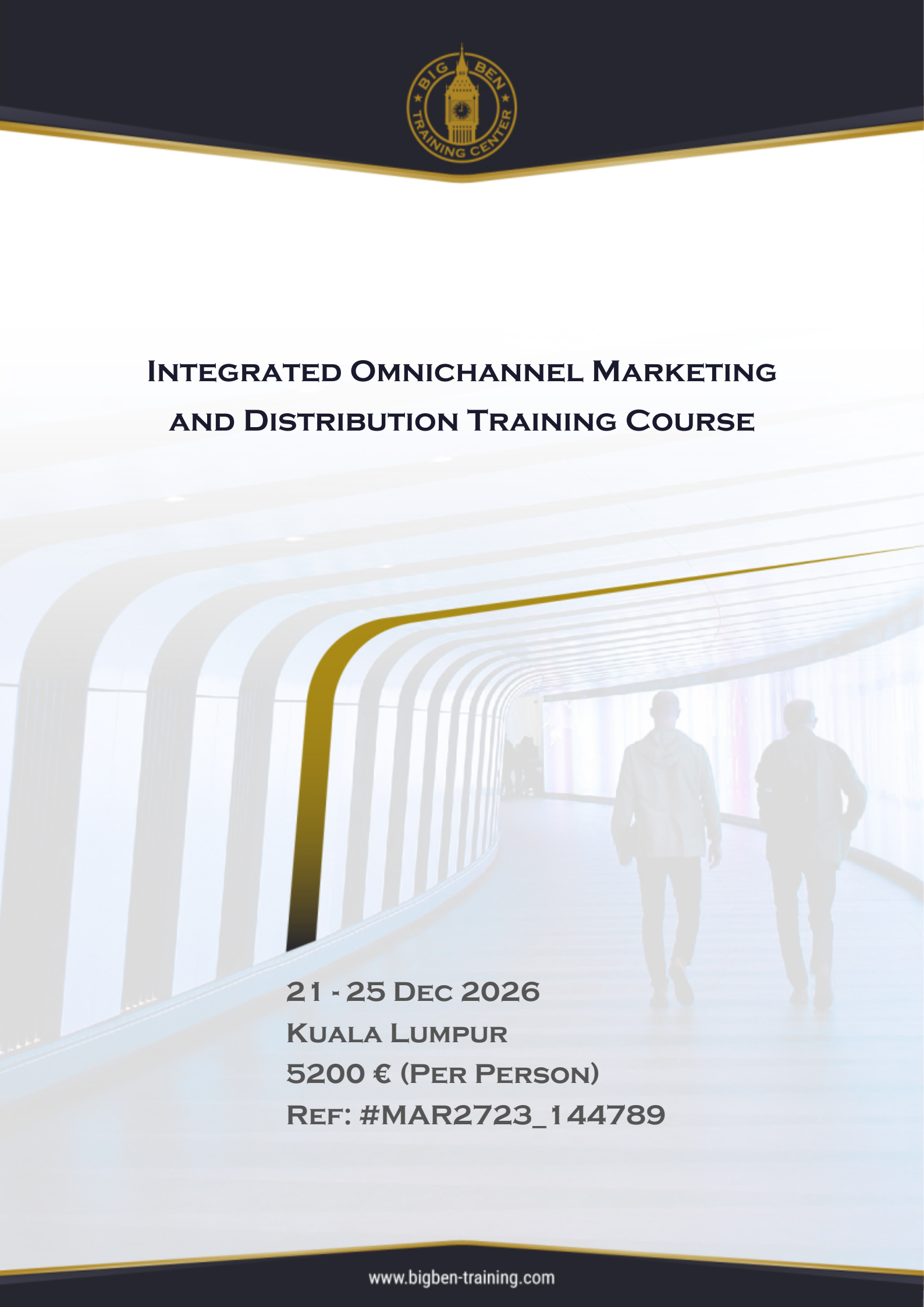
Integrated Omnichannel Marketing and Distribution Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MAR2723_144789

Course Introduction / Overview:

This course provides a comprehensive framework for designing and implementing a successful omnichannel marketing and distribution strategy. In today's hyper-connected world, customers expect a seamless, consistent, and personalized experience across all touchpoints, whether online, in-store, or on mobile devices. This program moves beyond traditional multi-channel approaches to explore the core principles of a truly integrated, customer-centric model. As detailed by authors Tim Mason and Miya Knights in their influential book "The Omnichannel Retail", a successful strategy requires the complete alignment of marketing, sales, logistics, and customer service. This BIG BEN Training Center course is meticulously designed to bridge the gap between marketing theory and logistical execution. Participants will learn to map the customer journey, leverage data for personalization, integrate the technology stack, and optimize the supply chain for omnichannel fulfillment. We will delve into critical topics such as unified commerce, channel conflict management, and last-mile delivery innovations, equipping you with the skills to build a resilient and profitable omnichannel ecosystem that enhances customer loyalty and drives sustainable growth. This is an essential training for any professional aiming to master the complexities of modern commerce.

Target Audience / This training course is suitable for:

- Marketing Managers and Directors.
- E-commerce and Digital Marketing Specialists.
- Supply Chain and Logistics Managers.
- Retail Operations Managers.
- Brand Managers and Product Managers.
- Customer Experience (CX) and Customer Service Leaders.
- Business Strategists and Consultants.
- Sales and Business Development Managers.
- Entrepreneurs and Business Owners.

Target Sectors and Industries:

- Retail and E-commerce.
- Consumer Packaged Goods (CPG).
- Telecommunications and Technology.
- Banking and Financial Services.
- Hospitality and Travel.
- Healthcare and Pharmaceuticals.
- Governmental and Public Sector Services.
- Automotive and Manufacturing.

Target Organizations Departments:

- Marketing and Communications.
- Sales and Business Development.
- Logistics and Supply Chain Management.
- Operations and Retail Management.
- Customer Service and Support.
- Information Technology (IT).
- Strategic Planning and Corporate Strategy.
- Product Development and Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive omnichannel strategy aligned with business objectives.
- Map the end-to-end customer journey across multiple touchpoints.
- Integrate physical and digital marketing channels for a seamless customer experience.
- Analyze data to personalize marketing campaigns and customer interactions.
- Select and implement the appropriate technology stack for omnichannel operations.
- Optimize inventory management and fulfillment processes for cross-channel sales.
- Design an efficient distribution network that supports omnichannel logistics.
- Measure the performance of omnichannel initiatives using relevant KPIs and analytics.
- Manage potential channel conflicts between online and offline sales teams.
- Implement strategies for effective last-mile delivery and customer service.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning to real-world challenges. This course moves beyond theoretical lectures to immerse attendees in a dynamic learning environment. We utilize a blend of expert-led presentations, in-depth case study analyses of successful omnichannel brands, and collaborative group workshops. Participants will work in teams to solve complex problems, design omnichannel strategies, and map customer journeys, fostering peer-to-peer learning and knowledge sharing. Interactive sessions, Q&A panels, and facilitated discussions encourage active participation and critical thinking. Practical exercises will focus on key areas such as data analysis for personalization and designing a fulfillment network. Our experienced instructors provide continuous feedback and guidance, ensuring a deep understanding of the concepts. The course structure is built to empower participants with not just the knowledge, but also the confidence to lead and execute sophisticated omnichannel marketing and distribution initiatives within their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Omnichannel Strategy

- Understanding the Modern Customer Journey.
- Differentiating Between Multichannel and Omnichannel Approaches.
- The Strategic Importance of a Seamless Customer Experience (CX).
- Core Components of an Omnichannel Ecosystem.
- Analyzing Key Industry Case Studies and Success Stories.
- Identifying Common Challenges and Pitfalls in Omnichannel Implementation.
- The Role of Organizational Culture in Driving Omnichannel Success.

Unit Two: Designing the Omnichannel Customer Experience

- Mapping Customer Journeys Across Digital and Physical Touchpoints.
- Developing Customer Personas for an Omnichannel World.
- Strategies for Personalization and Customer-Centric Messaging.
- Integrating In-Store, Web, Mobile, and Social Media Channels.
- Designing a Consistent and Cohesive Brand Experience.
- Leveraging Content Marketing for Omnichannel Engagement.
- Techniques for Gathering and Acting on Customer Feedback.

Unit Three: Technology and Data Integration

- The Omnichannel Technology Stack Explained.
- Role of CRM and Customer Data Platforms (CDP).
- Marketing Automation for Cross-Channel Campaigns.
- Integrating E-commerce Platforms with Physical Store Systems (POS).
- Data Analytics for Measuring Omnichannel Performance.
- Key Performance Indicators (KPIs) for Omnichannel Success.
- Ensuring Data Privacy and Security in an Integrated System.

Unit Four: Omnichannel Distribution and Supply Chain

- Aligning Supply Chain Strategy with Marketing Objectives.
- Integrated Inventory Management Across All Channels.
- Omnichannel Fulfillment Models (Click-and-Collect, Ship-from-Store).
- Optimizing Warehouse and Distribution Center Operations.
- Strategies for Efficient and Cost-Effective Last-Mile Delivery.
- Managing Returns and Reverse Logistics in an Omnichannel Environment.
- Building Supply Chain Visibility and Agility.

Unit Five: Implementation, Optimization, and Future Trends

- Developing a Phased Omnichannel Implementation Roadmap.
- Managing Change and Securing Stakeholder Buy-in.
- Strategies for Managing and Resolving Channel Conflict.
- Training and Empowering Frontline Staff for Omnichannel Service.
- Continuously Optimizing the Strategy Through A/B Testing and Analytics.
- The Future of Commerce: AI, AR, and Voice in the Omnichannel Experience.
- Building a Sustainable and Scalable Omnichannel Framework.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As customer expectations for personalization and immediacy continue to rise, how can businesses ethically leverage data to enhance the omnichannel experience without compromising consumer privacy?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by providing a truly integrated perspective that holistically combines omnichannel marketing with the critical functions of distribution and supply chain management. While many programs focus solely on the marketing or customer-facing aspects, this training recognizes that a seamless customer experience is impossible without a fully aligned and agile back-end operation. We bridge the common organizational silo between marketing and logistics, offering participants a unified framework for strategy and execution. The curriculum is built on practical application, moving beyond theory to equip attendees with actionable tools for journey mapping, technology stack evaluation, and fulfillment model design. Furthermore, the course content is forward-looking, addressing not only current best practices but also emerging trends such as the role of AI and predictive analytics in personalization and supply chain optimization. The emphasis on managing internal challenges like channel conflict and securing stakeholder buy-in provides a realistic and comprehensive toolkit for leading successful omnichannel transformations in any industry.