



STARBUCKS

Once a small coffee bean shop in Seattle established by three friends, Starbucks has grown into the largest coffeehouse company in the world with over 22,000 stores in 65 countries and territories. Starbucks is known for their popular dark roasted coffee, specialty drinks, and trademarked accessories.

WHY PFS?

When looking for a complete commerce solution, Starbucks chose PFS because of their ability to provide digital versatility and regimented fulfillment processes. PFS was also able to build on Starbucks' solution as needed with the capacity to launch subsidiary brands by utilizing the same Salesforce Commerce Cloud capabilities.

WHAT WE ARE DOING

SOLUTIONS PROVIDED:

- Customer Care
- Digital Agency Services
- eCommerce Development – Salesforce Commerce Cloud
- Fraud Management
- Managed Services – Salesforce Commerce Cloud
- Omni-Channel Order Management
- Order Fulfillment
- Payment Processing
- Product Content Management

SPECIAL OFFERING:

Starbucks' Reserve Roastery Subscription – Starbucks provides a subscription-based offering for their U.S. customers that ships bundles of higher-end coffees to shoppers directly from their Seattle roastery.