S2K e-business

VAI's suite of e-business solutions enables you to leverage the power of the web. These solutions can help you lower business costs by improving efficiencies in your business processes, increase sales by reaching your customers in new ways, and improve productivity by making the right information and people available to your employees. And with our powerful e-commerce applications, you can empower customers to buy your products or services through new channels and service their own accounts. Plus, you can leverage valuable, real-time feedback to help you improve your business.

With VAI and IBM portal technology, you can allow people to interact with your company in a personalized way. You can provide employees, trading partners, and customers with a web site on which the information and applications they need have been consolidated and organized for easy access and use. They can quickly execute business processes across critical applications and collaborate with portal users to make faster decisions. And by providing industry-leading portal solutions for your on demand business, VAI and IBM can help you improve employee productivity, cut costs, and strengthen relationships with your customers and trading partners.

VAI's e-business applications:

• Support B2B, B2C, and Business-to-Employee business models—all on a single platform.

• Provide out-of-the-box readiness and "complete adaptability.

• Leverage the industry's most complete middleware platform for end-to-end integration.

• Increase employee productivity through easy access to critical business applications and information.

• Fully exploit the power of the underlying platform for maximum performance, scalability, and adaptability.

Integrate business processes with VAI's e-business offerings:

S2K e-commerce express

E-commerce is much more than a new, online sales channel. It's about using technology to streamline your business model, creating savings and increasing efficiency. S2K e-commerce express is an easily installed, affordable, yet complete solution designed to help growing mid-market companies do business on the web.

At the core of this web-based application are a real-time "shopping cart" and an online product catalog that will reduce both lag time and paperwork for order processing. S2K e-commerce express allows you to set up an online catalog that will display product specifications, extended descriptions, thumbnail and full-sized images, pricing, and availability. Dynamic searching features allow users to locate products by category, part number, and description. Web-based promotions and dynamic pricing can help improve product marketing and increase sales of slow-moving inventory. And with S2K e-com-

merce express, existing customers can utilize past order histories to build new orders or use "quick entry" to expedite large orders. They can receive order confirmations and view online customer service screens for real-time order status information.

S2K e-commerce express gives clients more control over their payment methods by providing the option for customer account billing and/or credit card authorization. This flexible solution allows users to customize the business logic and presentation according to specific requirements. When customers reach a checkout page, they are asked to choose a payment method. At that point, customer and credit card information is automatically and transparently routed to the enterprise system for processing. It compiles the information, sends it to the credit card company for authentication, and replies to the customer upon completion.

S2K e-commerce express can support both Business-to-Business and Business-to-

Consumer needs and is:

• A complete and affordable solution with all-in-one licensing that gives you everything you need for production, staging, and site development at a single price.

• Quickly and easily installed, with complete integration to S2K Enterprise Edition master files, and the ability to import your current files into S2K e-commerce files.

• Ready to go with the capabilities you need to get started out-of-the-box, with advanced features you can leverage as you grow.

• Easy to administer with highly-usable tools that let mid-market customers manage their site effectively without special technical skills.

S2K Enterprise Portal

In today's on demand world, your organization needs to be able to share information throughout the extended enterprise to be successful. Your customers demand real-time

access to product availability and pricing. Your suppliers rely on you to provide information critical to the supply chain. Your employees need quick, easy access to corporate files and enterprise information to do their jobs effectively.

S2K Enterprise Portal addresses these needs by providing secure, flexible web-based access to your enterprise data, applications, and people. It provides all members of the value chain—employees, customers, partners, and suppliers—the information they need to make informed decisions.

Based on industry-leading IBM® WebSphere® Portal Server, S2K Enterprise Portal enables you to:

- Easily deploy sophisticated, cost-effective portal solutions.

- Provide employees, trading partners, and customers with a web site on which the information and applications they need have been consolidated and organized for easy access and use.

- Leverage support for a wide variety of applications, such as Lotus Notes®, Microsoft® Exchange, syndicated news, and specific industry applications.

- Allow each portal user to customize the layout of their portal pages so that information and applications are organized in a manner that is easiest for them to use.

- Provide authentication of portal visitors and single sign-on across multiple applications to simplify secured access to critical business applications and information.

Commerce Portal

S2K Commerce Portal provides all the features of the S2K e-commerce express solution, including a real-time "shopping cart" application and an online product catalog. With the Commerce Portal, you can automate and cut costs in repetitive processes, reach a wider market, and respond to customer queries quickly and inexpensively. The lower cost base enables suppliers to price more competitively and customers to purchase at lower prices. Customers also enjoy the benefits of 24x7 online access.

CRM Portal

Improve your bottom line by strengthening customer loyalty with VAI's Customer Relationship Management (CRM) Portal solution. This dynamic web application can help you cost-effectively identify, acquire, develop, and retain your most profitable customers. By providing easy access to one central database, the CRM Portal gives you an enterprise-wide view of all interactions with customers and prospects. From one portal dashboard, employees can access accounts, track specific opportunities, review account information and notes, review order and sales history, track customer buying trends, and manage follow-up activity.

Customer Portal

By leveraging the Internet, you can deepen and secure relationships with your customers, providing better, more efficient service. The Customer Portal enables you to give your cus-

tomers exactly the information they want, when they want it. In addition to e-commerce and product catalog information, customers can review account information, including summary aging, open invoices, and payment history. With our solution, you create an online "help desk" that gives them answers when they need them.

EIS Portal

The Executive Information System (EIS) Portal helps you make better business decisions—faster. Through rich data analysis, this portal provides all of your employees with critical, timely business information tailored to their specific information needs. With this information, users can quickly spot seasonal or recurring trends in your business, identify profitable or unprofitable customers and items, and improve vendor and customer relations based on volumes, costs, and profitability.

Supplier Portal

The Supplier Portal provides your suppliers and partners with the ability to actively participate in your supply chain—all from within an Internet browser. Within the portal, suppliers can view open purchase orders, overdue shipments, receipt history, open invoices, payment history, and vendor performance statistics. In addition, you can improve supply chain efficiencies by enabling suppliers to provide shipment quantities, delivery dates, and advanced shipment notices without buyer intervention.

As an award-winning IBM Premier Business Partner and software developer, VAI solutions provide the power and unsurpassed value that companies need to address key industry requirements and deliver bottom-line results. Our long-term partnerships with technology leaders, such as IBM, can help you develop a resilient technology infrastructure that provides a security-rich, agile, available, and recoverable environment for your business. One that gives you the flexibility to adjust to changing pressures, demands, and expectations. All supported by a comprehensive set of services, reflecting years of industry knowledge and experience. At VAI, we bring together the best of IBM—and our strategic partners—to effect change and optimize business performance.

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