Hitachi Solutions
Commerce
Suite For B2B

The eCommerce Solution Designed Specifically for Manufacturers and Distributors.

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Qorpak has a strong business culture that is dedicated to thrilling our customers. One of the main reasons we decided to upgrade our ecommerce site was to enhance that customer experience. Hitachi Solutions Commerce helps us serve our customers with the latest technology on a daily basis."

Karen Brooks
Vice President, Qorpak

Qorpak®

Hitachi Solutions' Commerce Suite for B2B is designed to provide a user-friendly system, rich in B2B functionality, that strengthens customer relationships by offering products more attuned to their needs and activities. It also seamlessly syncs with your Microsoft Dynamics business applications.

Business Outcomes

→ Increase conversions by improving native design functionality and streamlining checkout

→ Gain complete oversight over each online store's activity and customer needs

→ Empower your customers with a self-service "My Account" portal

→ Provide the highest security standards with PCI compliance

B2B Commerce

The B2B ecommerce industry is predicted to hit $1.8 trillion and account for 17 percent of all B2B sales in the U.S. by 2023, according to a report from Forrester. Meet the unique needs of B2B sales and service by expanding your customer reach, revenue, and value.

B2B Optimized

→ Pre-built workflows and process templates provide a responsive, configurable user interface that you can implement, modify, and scale quickly and easily

→ Supports customer-specific catalogs and pricing

→ Provides intuitive and robust search

→ Includes consistent, device-agnostic responsive experience

Self-Service

Your customers can manage their own accounts with the following capabilities:

→ Place and track orders

→ Create sub users and add contacts

→ View order and invoice history

→ See aging statements

→ Pay invoices online

Multiple Payment Options

→ Support for more than 20 payment gateways including Credit Card, ACH, PayPal, and Amazon Pay

→ Integrates with all major shipping carriers and third-party tax providers

→ Supports multiple currencies and languages

Segment Customers

With the Excel-like interface of the Manager Panel you can filter your customer base down to a particular customer category, and then view the order history details of each individual in that category.

→ Create different customer categories according to your customer base and assign customers to the right class, with individual rules for each category

→ Permit different payment methods by customer category

→ Set default payment methods by customer category

→ Charge or don't charge tax by customer category

→ Restrict shipping methods by customer category

→ Set default shipping methods by customer category

Personalized eCommerce

Create customer-level pricing on product categories or specific items.

→ Personalize a store with items, pricing, and discounts based on the customer

→ Create a store look and feel, template, and catalog that is based on which customer is visiting the store

→ Set up pricing according to different parameters, including:

- Customer level
- Customer-level item category discounts
- Item discounts by customer level
- Customer-based pricing from ERP-based price list

→ Permit multiple users per customer account by enabling a customer to have multiple logins and usernames associated with a single account

- Ability to have regular customer users and administrative customer users
- Users can have separate address books
- Ability to set different user permissions
- Permit individual users to set email preferences for order confirmations, shipping notifications, etc.
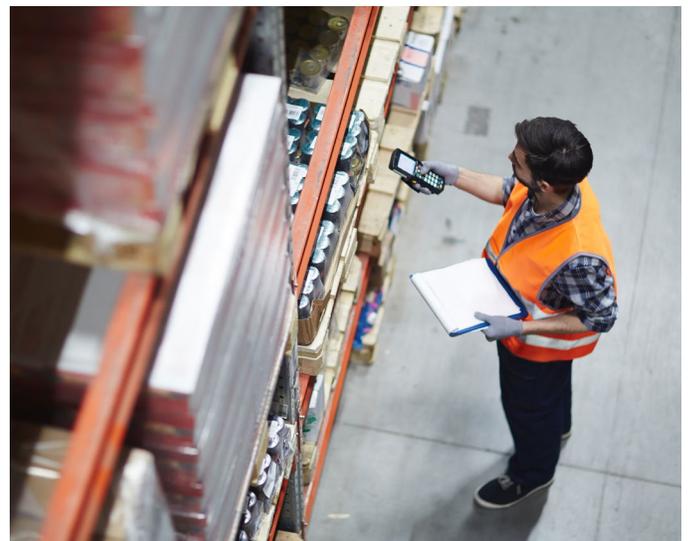
Features & Modules

Customer Portal
Empowering B2B Users With Self-Service

Hitachi Solutions' Commerce Customer Portal enables you to provide your customers with the convenience and consistency they expect with self-service, all while freeing up your CSRs.

Enhanced Self-Service

→ View order and invoice history

→ Search all invoices

→ See aging statements

→ Pay invoices online

Instantly Log In and View Invoices

→ Filters to make viewing easier

→ Permits searching

→ Provides intuitive and robust search functionality

→ Includes consistent, device-agnostic responsive experience

Electronic Payments

→ Log in and make payments for open invoices via AHC/electronic checks and credit cards

→ Support for more than 20 payment gateways including Credit Card, ACH, PayPal, and Amazon Pay

→ Self-maintain bank account and credit card wallet information so customer does not need to reenter information every time

Order Entry

Fast, Agile B2B Order Processing

Hitachi Solutions' Commerce Order Entry automates and speeds the order entry process. It provides a centralized order platform that links to your existing business systems from mobile devices for fast, cost-effective fulfillment and improved customer service.

Web-Based Portal

→ Salespeople and account executives can create new orders and look up account and customer history

→ CSRs can view and edit orders that have not yet been processed, change the shipping method, or change the shipping address on an order or order line

→ Intuitive Excel-like interface provides the ability to tab through fields and key in products

Integrated Marketing

→ Alerts for instant rebates

→ Cross-sell and upsell cues to salespeople and CSRs

→ Accessories and gift certificates

→ Support for promotional codes and gift certificates

Customer Management

→ Customer history with statistics

→ Customer preferential levels and VIP status

→ Ability to set customer-specific pricing based on price lists/trade agreements such as retail or distributor pricing
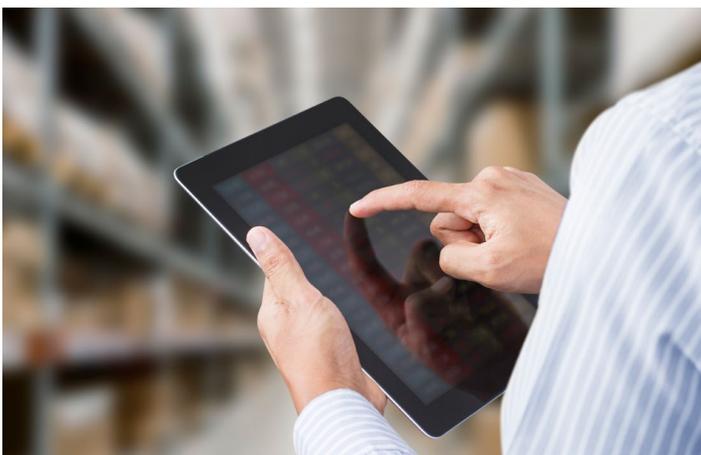
Alerts and Indicators

→ Fraud alerts for orders

→ Parametric setup for tracking advanced fraud

→ Ability to automatically put orders on hold that meet certain criteria

→ Alerts for issues with orders

→ Integration error tracking and alerts

Mobile Support

→ Optimized for tablet platforms

→ Supports multiple devices, including:
  - iPad
  - Android tablets
  - Windows OS-based tablets

Get Started.

Request a Customized Demo.

Interested in learning more about our Commerce suite? Get a customized demo to see how you can re-invent your business solutions.

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Call Us at 888.599.4332