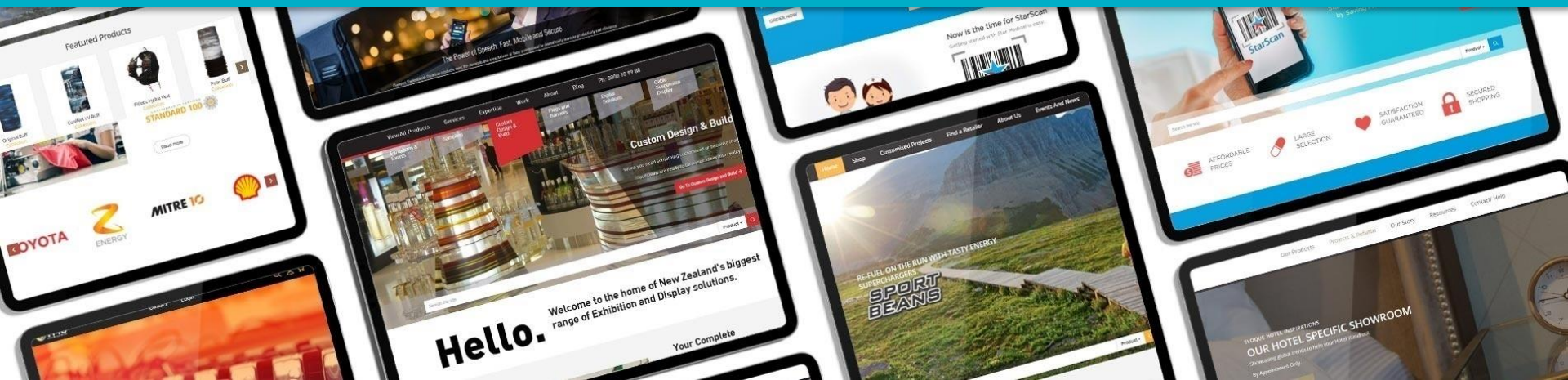# 360 Commerce Overview

May 2023

Introduction

The purpose of this presentation is to provide a brief overview of the 360 e-commerce platform and its capabilities and how it will improve your business.
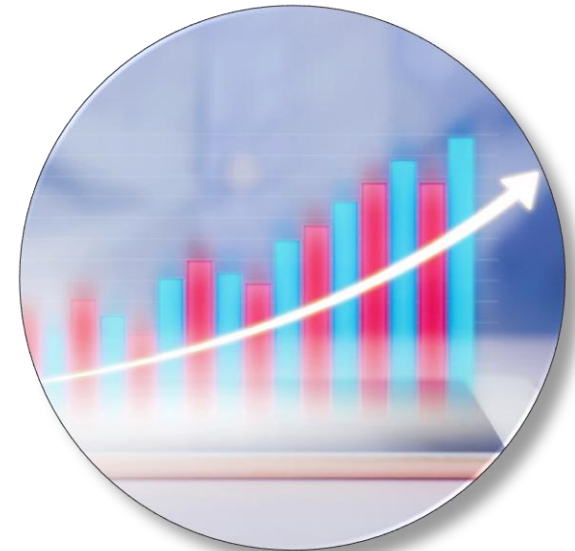
360 Commerce Overview

360 Commerce is a powerful, integrated, scalable eCommerce website platform.

- Built specifically for complex wholesale B2B environments.

- Also has a B2C retail solution for wholesalers

- Has all the features out-of-the box needed to meet and exceed the complex needs of B2B businesses while providing a fast, seamless online customer buying experience.

360 Commerce Overview

Competitive Advantage

- 360 Commerce gives you everything you need to accelerate your business and profits faster than a typical custom website build.

- Online Success – your website will address the needs of your existing customers and will also help bring you new customers.

- Continous platform improvements and features for long term cost saving and competitive advantage.

360 Commerce Overview

Competitive Advantage

- **Increase Efficiency and Productivity**: our platform allows you to streamline management.

- **Win New Customers**: 360 Commerce has features to help you gain new customers.

- **Reduced Costs**: 360 Commerce can help you reduce your costs by saving staff time.

- **Improved Customer Experience**: 360 Commerce provides your customers with an easy enjoyable buying experience, which helps improve customer satisfaction and loyalty.

- **Increased Sales**: 360 Commerce provides you with a platform to showcase your products making it easier for customers to find and purchase what they need.

- **Customer Portal**: 360 Commerce allows your customers to view their aged balances, invoices and credit notes, order history, quotes and price lists.

- **Scalability**: 360 Commerce is Software as a Service so will expand automatically to accommodate your growing businesses.

- **Personal Customer Journeys**: 360 Commerce's unmatched Customer Experience technology enables you to provide a different experience to any one of your customers.

360 Commerce Overview

Why 360 Commerce

The reason why customers choose 360 Commerce include;

Powerful

- With over 200 features, 360 will do everything you need.

- Advanced component structure has huge advantages over traditional template websites.
    - Flexibility to mix and match page components and refresh design easily.
    - Different product types can have different product pages.
    - Every component is highly configurable.
    - If you can't find it, we can add what you need to the platform.

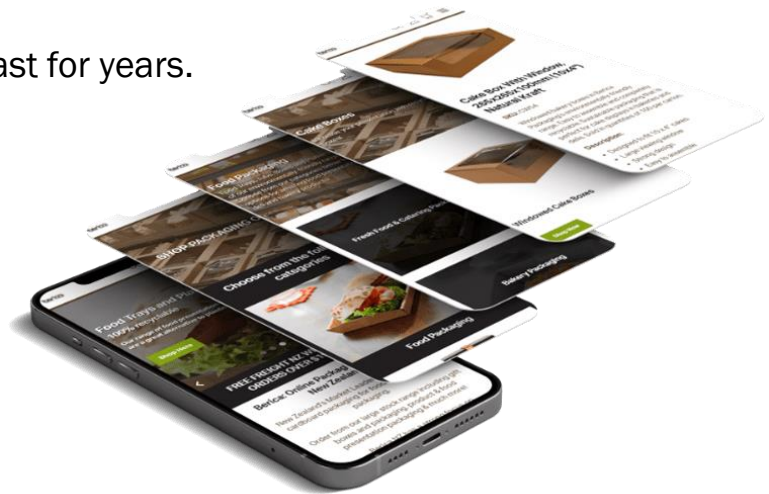- 360 Commerce is very strong on integration.

360 Commerce Overview

Ease of Use

- Content management is easy – no need for your staff to be technical.

- Proven e-commerce usability and customer experiences for both B2B/B2C buyers.

- 360 Commerce is easy for your customers to use.

Continuous Improvements

- With new features every 3 months, your site will last for years.

- You can refresh your website without the risk of version conflicts.

- Off-the-shelf functionality and customisable components gives you the best of both worlds.

360 Commerce Overview

Minimises Risk

- A comprehensive pre-contract feature list is provided and very feature on the list can be demonstrated

- Streamlined configuration setup process, choose the right components and modules.

- Your new eCommerce website will be stood up and configured within a few days of completing the configuration document we supply.

- Security – peace of mind that the system is up to date.

- Microsoft .NET Software as a Service hosted on Microsoft Azure.

- Robust self reporting integration with your ERP platform.

- 100% Support.

360 Commerce Overview

Cost Effective

- Software as a Service (SaaS) lowers the upfront cost.

- No unexpected capital expenditure every few years.

- The monthly fee model means predictable costs which include all upgrades.

- You can manage and maintain your website.

- With continual improvement, your site will last for years.

360 Commerce Overview

ERP Customer Portal and Integration

Our platform fully integrates with key ERP systems and can include the following modules:

- Module 1 - Basic orders down and product stock levels plus product pricing up to the website Investment. *This is a minimum module for all 360 Commerce website integration to the ERP.*

- Module 2 – Advanced product information pulled up from the ERP including product images where available.

- Module 3 – All orders (online and offline) pulled up from the ERP and presented as historic orders for reordering and return authorisation requests.

- Module 4 - Customer data pulled up from the ERP to set up new customers and unpublish customer that can no longer place orders.

- Module 5 – Push Return Authorisation Request information from the website to your Customer Service Team.

- Module 6 – Pull up Courier Tracking Numbers from the ERP.

- Module 7 – Download invoices, credit notes from the ERP in PDF or Excel CSV form. View up-to-the-second aged balances.

360 Commerce Overview

More ERP Customer Portal and Integration Options

Our platform fully integrates with the ERP and can include the following modules:

- Module 8 – View quotes that have been completed in the ERP.

- Module 9 – Customer can download their current pricing from the ERP.

- Module 10 – Up-to-the-second branch location stock numbers.

- Module 11 – When there are very large numbers of prices, they must be held in cloud cached memory.

- Module 12 - Advanced Shipping Price Calculator calculates a shipping price based on size and number of items, distance from a warehouse, rural delivery or not plus a bunch of other features. It means the customer knows exactly what they are going to pay when they order.

- Module 13 - Your customers can build an order rapidly by using a phone or laptop camera to scan product bar codes in their stores or vans.

If you require any other integration, just tell us your requirements.

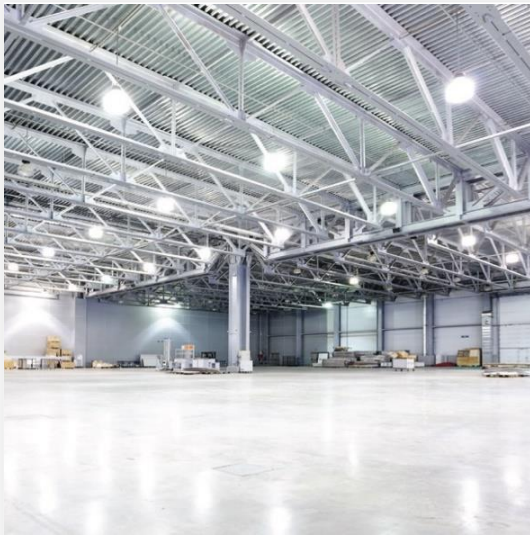# 360 Commerce Customer Showcase

B2B – Tyre Wholesalers

B2B – Medical Supplies

B2B & B2C
Display and Exhibitions

360 Commerce Customer Showcase

Scott Electrical
POWERBASE

B2B & B2C
Electrical Wholesaler

ToolWare

B2B – Tool Wholesaler

Tactical Solutions

B2B
Security Industry Uniforms

Thank You

Thank you for your interest in 360 Commerce and we look forward to the opportunity to work with you. If you have any questions or we can help in anyway don't hesitate to get in touch.