



SPOCS

E C O M M E R C E

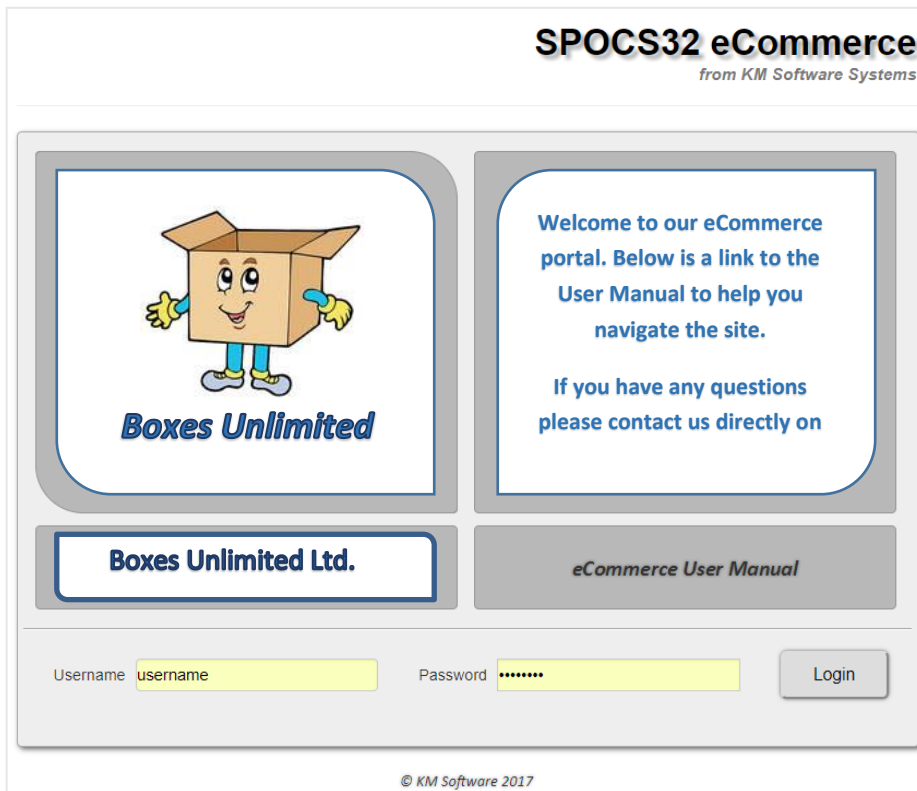
Information Pack

A comprehensive on-line service for your customers



Impress your customers by offering them “state of the art” capabilities, making your company available to your customers 24/7 while actually reducing your workload!

A secure web interface, this module uses a web service to access the data on your system. Your customers’ data will never leave your system, so you will be able to guarantee the security of your customers’ information.



Your customers will be able to log into the eCommerce website with their own individual login, and carry out a number of operations:

- Review existing orders for their specs (you will control which specs they will be able to see)
- View stock levels for their stocked specs (only if you allow them to see the stock!)
- Place orders for existing specs, including call-off orders
- Request new quotes for existing specs
- Send in new enquiries

In SPOCS you be able to manage your customers’ logins, and control the operations each of your customers will be able to perform:

- Select which of their specs your customers can order from.
- Block visibility of stock levels for individual customers.

A Notification Palette will alert you of new customer activity, and all the information entered by your customers via eCommerce will appear automatically in the relevant SPOCS module, saving you time when processing the request.

Here are a few comments from our clients:

".. a great deal of benefits... and it helps achieve the paperless office."

Julian Baldwin – Managing Director, Custompak Ltd.

"...[makes processing quote requests] a two-minute job: I love it!"

Angela McCrae – Customer Services Manager, Glenhaze Ltd.

"...easy to use for the customer and internally... [it's like having] an extra pair of hands..."

Alison Milligan – Head of Operations, The Boxshop Ltd.

"It makes us available 24/7."

Steve Bird – Head of Quality Engineering and IT, The Boxshop Ltd.

Contact Us

Please feel free to call and discuss the product with us. We will be happy to arrange a demonstration for you, either at our offices, or at your own premises.

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