

eCommerce

Microsoft D365 Solution for eCommerce

Bringing Automation & Integration

MANAGE SURGING TRANSACTION VOLUMES

eCommerce businesses are targeted to scale up much more rapidly than the brick and mortar businesses. Scaling up challenges are however non-trivial, and require technology support to be effectively addressed. Besides intuitive customer facing portals, eCommerce businesses also need robust enterprise class solutions to cope with the growing transaction volumes. The solution needs to effectively integrate front end user experience with backend operations – for Order Fulfillment, Supply-chain Management, Logistics and Customer Service and help track metrics like transaction based profitability.

Requisition Planning, Enquiry Management, Order Processing, Warehouse Management, Cancellation & Returns Management are complex processes, particularly when the transactions volumes become large, and need automation. Increasing business volumes also demand faster transaction processing, efficient shipment scheduling, prompt customer service and agility in the tracking of various performance parameters to ensure profitability. eCommerce business processes are quite complex and need to work in perfect coordination between the storefront and the ERP solution. Providing solutions for this industry requires deep domain knowledge and years of dedicated practice in this space. Alletec eCommerce Solution – robust, scalable and flexible – enables online businesses to efficiently manage all aspects of their operations seamlessly. It integrates the virtual storefront with the mid & back office and facilitates real-time communication flow across the organization while also enabling collaborative communication with vendors and customers.

Alletec eCommerce Solution

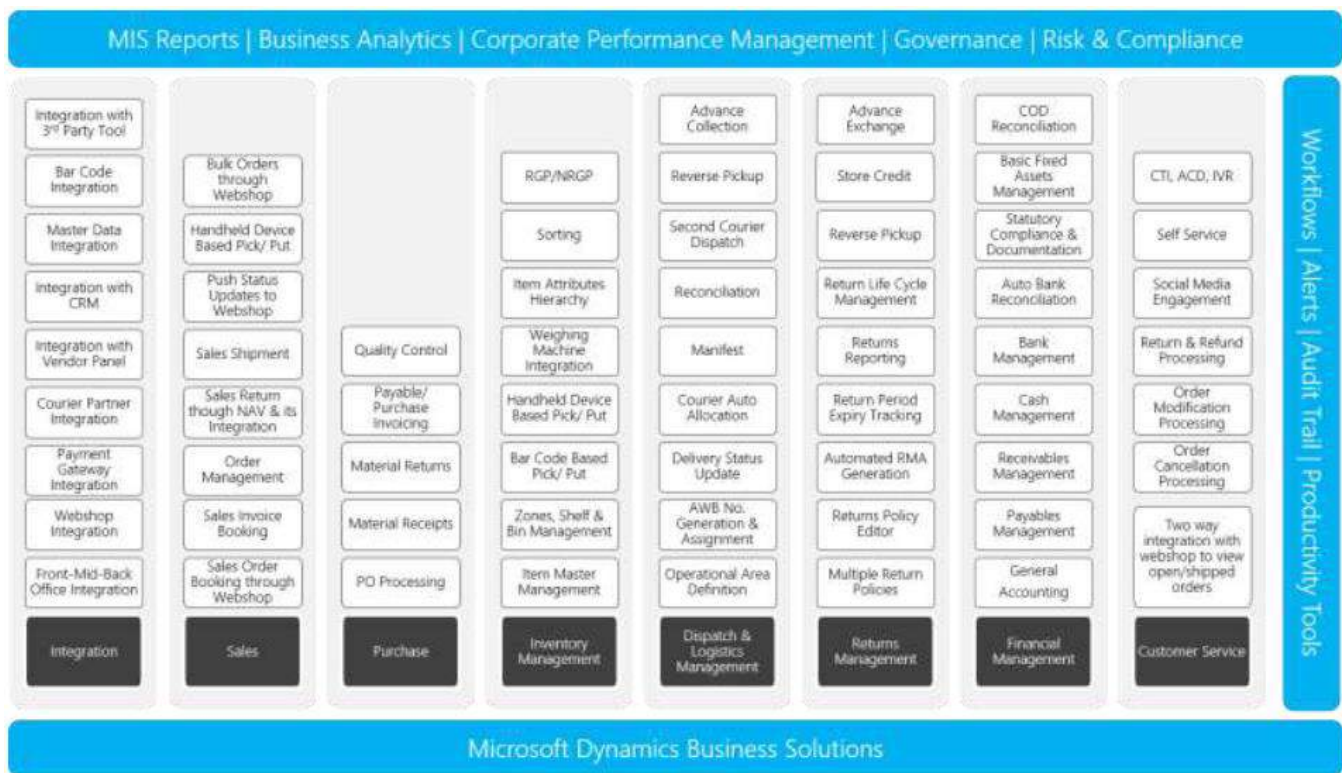
Alletec eCommerce Solution – robust, scalable and flexible – enables online businesses to efficiently manage all aspects of their operations seamlessly. It integrates the virtual storefront with the mid & back office and facilitates real-time communication flow across the organization while also enabling collaborative communication with vendors and customers. The business processes addressed by the solution include:

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|  Order Management | Sales Order Booking, Order Invoicing, Order Fulfillment and Status Sync with Webshop |
|  Material Management | Purchase Planning, Vendor Administration and Inventory Management |
|  Logistics | Courier Allocation, Shipping, Delivery, Collection and Status Reconciliation |
|  Customer Service | Pre-Sales Enquiry Handling, Order Cancellation, Returns & Refund Processing |
|  Financial Management | Payables & Receivables Management, Bank Reconciliation |

INTEGRATE SUPPLY CHAIN – IMPROVE OPERATIONAL EFFICIENCY

The Seamless Approach

Alletec solution not only effectively manages and performs business processes associated with an eCommerce business but also integrates them end to end. The solution provides real time visibility into stock position and demand projections that will enable you to plan procurement effectively and preserve liquid cash at any given point of time. Better inventory planning will reduce lead-time and ensure prompt product availability. It will become simple to manage multiple product categories on webshop by uploading product info, prices, and discounts directly from ERP. The ERP system is integrated with the webshop which enables automatic order download and bi-directional order status synchronization.



Processed orders are automatically allotted to courier partners and dispatch-delivery-COD status reconciled in real time with the ERP system. The customers are notified through SMS/email and kept updated at every stage of order processing. With this end-to-end integration of supply chain, the order to delivery cycle is shortened. Besides improved control over order fulfillment, the system also simplifies post sales processes including cancellations, returns & refund processing.

SYNC STOCK WITH DEMAND – CONTROL INVENTORY HOLDING COST

Solutions Payoff

By facilitating effective Order Management, Material Management, Logistics, Customer Service and Financial Management; Alletec eCommerce solution helps rapidly growing eCommerce businesses monitor trends and operate efficiently.

The solution's logical order management interface & flawless reconciliation framework saves time, controls costs, hastens order completion, simplifies returns, integrates financials and improves tracking. This and a real time communication system – rendering comprehensive knowledge of market trends, customer needs & buying behaviour – enable the businesses to respond to changing industry demographics.

The foundation for an effective decision support system is thus laid, driving the business towards faster growth and greater profitability.

Solutions Extensions

Alletec provides industry-specific applications and custom extensions to help businesses accelerate and extend their ERP solutions.

Customer Relationship Management

Solutions – Microsoft Dynamics CRM improves new customer acquisition rate for increased revenue, while forming tighter bonds with existing ones. This is facilitated through automation of sales, marketing and services functionality.

Collaboration Solutions

– Microsoft SharePoint makes it easier for people to work together by providing a common collaboration platform. It simplifies Enterprise Content Management, streamlines Project Management and improves Report Sharing by giving need-based access to databases, reports, and business applications.

Business Intelligence Solutions

– Alletec BI Solutions drive better and informed business decisions through query and reporting, online analytical processing (OLAP), statistical analysis, forecasting and data mining.

All e Technologies

All e Technologies (Alletec) has been a leading provider of Business Solutions & IT services to Growth Companies since 2000. A Microsoft Dynamics Gold Competency Partner – Alletec has remained the largest ERP and CRM partner for Microsoft over many years. Besides India, Alletec has been providing solutions to customers in the Middle-East, APAC, Europe, USA and Africa. Alletec has been engaged with Microsoft on product engineering and has also developed several industry solutions.