TIGERNIX E-COMMERCE

E-Commerce Solution

Solution Overview

Tigernix

We are users too

E-commerce - SaaS

> "E-commerce services are the silver bullet that will enable companies to take advantage of the true business opportunities on the Web."
>
> Traci Gere, Analyst, The New York Times

More and more companies, today, are realising the potential of taking their businesses online and adding a virtual front to their image. Whether big or small, businesses are looking at setting up virtual stores as an effective way of expanding sales on a large scale.

As an extension of your existing business, e-commerce gives your customers the convenience of transacting with you online, without facing the barriers of time and distance.

Tigernix E-commerce Solution

Tigernix offers custom designed e-commerce solutions with a range of resourceful and user-friendly features specifically developed to suit the requirements of small and medium-sized businesses. By means of a thorough study of your unique business needs, we are able to build an appropriate e-commerce solution to suit your enterprise. With the help of Tigernix's technology knowledge and expertise, coupled with our capability of delivering unbeatable e-commerce solutions, we are able to meet the requirements of your industry and business goals completely.

We provide adaptable and scalable e-commerce solutions that can meet the most demanding and complex custom functionality requirements. Our competent project management methodology, customer-oriented approach, and proven delivery model guarantee that the end product exceeds common industry standards.

Tigernix SaaS (Software as a Service)

Our greatest strength and competitive edge are in the success of SaaS (Software as a Service), HaaS (Hardware as a Service), and H+SaaS (Hardware + Software as a Service) services or Hardware + Software Leasing Model. We are striving to build a strong foundation on this, to grow, and to establish ourselves as a leading global player.

adds more value to the end-users by providing many enterprise features, such as search engine optimisation, marketing promotions and tools, mobile commerce, shipping, payment, order management, customer accounts, product and catalog browsing, catalog management, analytics and reporting, customer support and service, multiple database support, security management, product customi-

> Tigernix e-commerce enhances your overall business visibility and productivity. It serves as a strong marketing and advertising channel for the company.

All companies, independent of size or industry, have unique needs and requirements. Tigernix provides you a multilingual, user-friendly interface, and fully integrated content management possibilities for complex business processes.

The Tigernix E-commerce solution leverages the benefits of the latest technologies and

zation, E-mail integration, and much more. Tigernix E-commerce also provides productivity enhancement add-ons and fully integrated solutions with customer service portal and knowledgebase FAQs, web lead and contact capture forms, as well as the APIs, to further expand and integrate the system to suit your specific business needs.

> Tigernix offers customers an affordable yet professional E-commerce business platform.
> - Large, worldwide communities of developers, testers, and quality control
> - Quick identification and resolution of bugs
> - Speedy customer support
> - Features designed for stable and reliable operations

Tigernix SaaS (Software as a Service)

Tigernix E-commerce Benefits

Tigernix E-commerce offers customers an affordable yet professional online business platform which will provide the following primary benefits:

- Reliable and secure online buying
- Simple payment and order processing
- Customisable
- Comprehensive reports and analysis

Tigernix E-commerce System Management

- Online product purchase
- Customer information
- Reports and analysis
- Safe and secure transactions
- Useful site features

Tigernix E-Commerce Features

Site Management

Access to a single administrative panel which controls multiple websites and stores, and allows for easy integration of any third-party application. Templates with fully customisable design, management of customer groups, one-click upgrades, content management system and integration of Google website optimiser. Localization support and multiple currency support are available.

International Support

Integration of multi-lingual option, support for multiple currencies, tax rates, WEEE/DEEE in EU, localisation, and configurable list of allowed countries for site registration, shipping and billing with specific shipping and billing methods.

Search Engine Optimization

Complete search engine friendly websites with SEO tags, URLs, Google site map, meta-information for products and categories, auto-generated site map and page for auto-generated popular search terms.

Marketing Promotions and Tools

Provides flexible coupons, pricing rules and catalog promotional pricing, customisable for stores, customer groups, time period, products, and categories. The platform can also provide a free shipping option, multi-tier pricing for quantity discounts, bundled products, customer group-specific pricing and group-specific tier pricing, and landing page tool for campaigns. The design can be modified to contain recently viewed products, recently compared items, new items promotional tool, polls, and newsletter management.

Further, we can integrate options like send to a friend (for all visitors, or registered users only); send WishList to a friend by email or RSS as well as RSS feeds for new products, new specials and new tags. We also provide Mobile Commerce option with an iPhone optimised theme available.

Checkout

Completely user-friendly one-page checkout, SSL security support for orders on both front-end and back-end, shipping to multiple addresses in one order, checkout without account/guest checkout, shopping cart with tax and shipping estimates, and checkout with account to use address book.

Additional popular selections are the option to create an account at the beginning of checkout, accept gift messages per order and per item, and save shopping carts with

Tigernix E-Commerce Features

configurable expiration time.

Shipping

Integration of real-time shipping rates, UPS, UPS XML (account rates), FedEx (account rates), USPS and DHL, on-site order tracking from customer accounts, multiple shipments per order and ability to specify allowed destination countries per method. Also available are flat rate shipping per order and per item, free shipping option, table rates for weight and destination, for product sub-totals and destination, and for number of items and destination free.

Payment

Can be configured to authorise and charge, or authorise only and charge on creation of invoices. Easily integrates with Amazon Payments (checkout by Amazon and Amazon Simple Pay), with multiple PayPal gateways, Authorize.net, Google Checkout (Level 2), etc.

Many other features such as credit card method for offline payments, acceptance checks/money orders, accept purchase orders, and payment extensions available through e-commerce connect.

Order Management

Ability to view, edit, create and fulfill orders from admin panel, create one or multiple invoices, shipments and credit, memos per order to allow for split fulfilment, print invoices and packing slips, phone order creation, RSS feed of new orders, email notifications of orders, create re-orders for customers from administration panel. Also includes the ability

to create new customer, or select existing customer and view shopping cart, WishList, last ordered items, and compared products list, as well as select addresses. It can also give discounts and assign custom prices.

Customer Service

Includes contact us form, feature-rich customer accounts, order history with status updates, order tracking from account, forgot password email from front-end and administration panel, order and account update emails, customisable order emails and option to create and edit orders easily from the admin panel.

Customer Accounts

Manages order status and history, re-orders from account, recently ordered items, address book with unlimited addresses, and default billing and shipping addresses. WishList feature with ability to add comments, email or send RSS feed of WishList, newsletter subscription management, submission of product

Tigernix E-Commerce Features

reviews and downloadable products. Also built-in is an all-inclusive account dashboard for overview of all account information.

Catalog Management

Inclusion of inventory management with back ordered items, bundled and grouped products, downloadable/digital products, and customer personalized products. The system also allows the upload of text for embroidery, monogramming, etc. Creation of store-specific attributes, media manager with automatic image resizing and watermarking, advanced pricing rules and support for special prices.

Product Browsing

User friendly browsing options including multiple images per product, product image zoom-in capability, product reviews, related products, stock availability, multi-tier pricing, product option selection, grouped products view, Add to WishList and send to a friend with email.

Catalog Browsing

Layered / faceted navigation for filtering of products in categories and in search results, ability to assign unique designs for individual categories and product levels, configurable search with auto-suggested terms, recently viewed products, product comparisons, recently compared products, related items, popular search terms cloud, filter by product tags and product reviews, product listing in grid or list format.

Analytics and Reporting

Integrated with Google Analytics, admin dashboard for report overview, sales report RSS feed for new orders, tax reports, abandoned shopping cart report, best viewed products report, best purchased products report, low stock report, search terms report, product reviews report etc.

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