



# Put Your Customer in the Driver's Seat

*With Datanational's eConnect Customer Portal*



## eBusiness Made Easy

Empower your customers  
Automate transactions  
Deliver superior support  
Increase revenue



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# eConnect Customer Portal

## Empower your customers

Utilizing on-demand online ordering, order inquiry, shipment tracking, and stock availability functions within the portal, your customers will be kept informed on their own schedules.

## Automate customer transactions

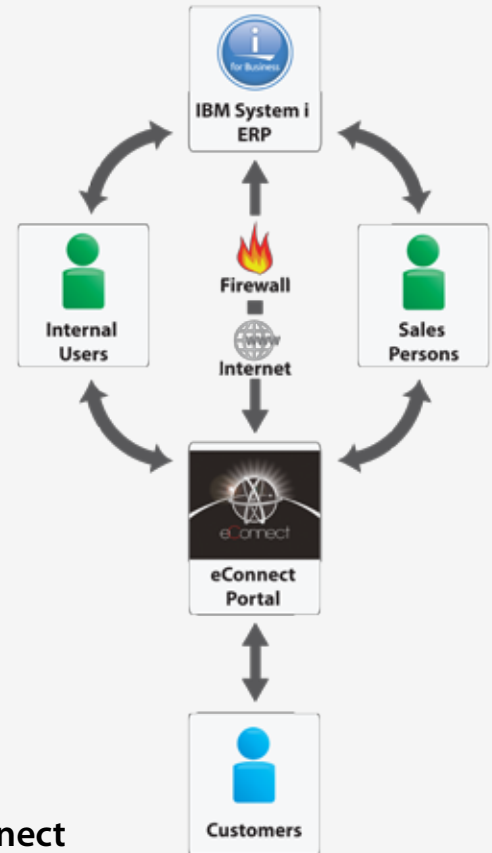
eConnect provides the opportunity to move phone and fax orders to an automated solution that is available during all hours your system is up and running.

## Deliver superior support

eConnect makes it simple for your customers to inquire on their past and current orders, without having to place a call. The portal allows your business to be available to customers around the clock.

## Increase revenue

Focus your resources on solutions that will increase your top-line revenue growth by providing improvements to customer service in order to create new sales opportunities.



## Connect Now... With eConnect

This solution is likely the easiest win to get eBusiness up and running quickly, and immediately contributing to your bottom line. There is a significant financial justification, as phone and fax orders and shipment inquiries are very labor intensive transactions.

It is more important than ever to deliver superior customer service at a reduced cost. In order to maintain your competitive edge, you need to accommodate your customers, trading partners, sales representatives and customer service in today's 24/7 marketplace. Automating your customer transactions and providing these functions during a wider range of hours increases top line revenue and decreases labor costs.

## Delivered by Datanational - Powered by IBM

Datanational's eConnect Customer Portal is a Java-based eBusiness solution that can reside on one of your servers or on a web server that is hosted and managed around the clock by Datanational's technical support team. It is tightly integrated with your IBM System i (AS/400) ERP system, leveraging its existing centralized data source for all pertinent master files and customer order records. The front-end application can be implemented within the IBM WebSphere Application Server (or Tomcat) infrastructure right on the IBM PowerSystem i or another Wintel or Linux server.



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