

# Solution Summary for eCOMMworks

FEATURE	FEATURE OFFERED	DESCRIPTION
Delivery Type	Online	Deployed as a Software-as-a-Service (SaaS) application. Our navINK eCOMMworks solution is hosted on our dedicated server network.
Application Type	ASP.NET Website	The navINK user interface is a web based solution leveraging nopCommerce, HTML5, CSS3, Bootstrap and JavaScript to provide a compelling user experience.

## eCommerce Platform

Solution Description	Yes	eCOMMworks is a full featured solution including an online product catalog, content management, promotions & discounts, order management and a shopping cart with multiple payment methods. Easy-to-use admin tools allow for quick and accurate creation of reseller accounts, customer accounts, personalized product catalogs & templates. eCOMMworks supports both configurable product catalogs, or a direct SKU punch-out to a product configurator.
Accounts	Yes	eCOMMworks can maintain an unlimited number of accounts including profiles & order history.
Users	Yes	Unlimited users with support for anonymous and guest shopping.
Admin Workflows	Yes, Multiple	Workflows include dashboard, reports, order management, reseller account and content management, customer accounts, category management & product management.
Template Creation Tools	Yes, Multiple	Adobe InDesign is utilized for BRANDworks template creation. DESIGNworks has proprietary tools for product setup that can be used without any special software. navINK currently administers all template creation.
Personalized Print and Stock Item Ordering	Yes	eCOMMworks manages template-driven products with pre-defined text and graphics fields, as well as stock product ordering. Business rules, obtained in advance, allow administrators to control the branded print content, designs and layouts.
Pricing	Yes	The eCOMMworks catalog can maintain complete product information & pricing, or receive that information from the reseller's ecommerce solution in the form of a SKU, passing back to the reseller the required configID for the product.
eCommerce Cart	Yes, Multiple	eCOMMworks can provide either a partial or an end-to-end ecommerce solution, including shopping cart with a variety of payment, tax and shipping options.
Reporting	Yes	eCOMMworks provides standard reports including product history & SKU report. Customer, order & stock reports are available from specific modules.

## Optional Modules

BRANDworks	Yes, Additional Fee	See BRANDworks Solution Summary
DESIGNworks	Yes, Additional Fee	See DESIGNworks Solution Summary



## Technical Platform

<b>Infrastructure</b>	Yes	The navINK eCOMMworks module is hosted in Minnesota at a secure site with redundant power, internet access and 24/7 staffing. The application was built to support distributed services across a server farm.
<b>Data Privacy &amp; Security</b>	Yes	Private and proprietary data is protected from unauthorized disclosure. All data is protected in transit, via SSL, and information such as credit card data and social security numbers are not stored within any part of our platform. All assets are stored in secure systems with Claims based authentication and authorization required for every asset request.
<b>Technical Requirements</b>	Yes	Reliable broadband internet access. For Internet Explorer (IE) we support IE9 or later. For Safari, Chrome & Firefox we support current version plus one back. Cookies & JavaScript enabled.
<b>System Components</b>	Yes	The navINK platform is built with Microsoft .NET technology. The platform consists of Web Applications and Services that work together to allow Partners to consume all or portions of the Platform. Frameworks used include ASP.NET MVC, ASP.NET Web/API, and the Entity Framework. Core Application Servers used include Microsoft IIS and Microsoft SQL Server.

## Accessibility

<b>Authentication</b>	Optional	navINK can connect to standards-based, external single sign-on implementations. (e.g. ADFS) If a navINK customer chooses external authentication, options will be discussed as part of their implementation.
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## Professional Services

<b>Professional Services</b>	Yes, Start Up, Initial Training, On-going Support	Navitor has a Professional Services team dedicated to the implementation and maintenance of navINK eCOMMworks. Implementation and training fees, plus monthly subscription fee.
<b>Implementation Services</b>	Yes, Additional Fee	Implementation services are required with each navINK eCOMMworks integration. The implementation is a remote service offering. If onsite services are required they will be provided via Professional Services. Professional Services are defined through a Work Order.
<b>Training Services</b>	Yes	Dedicated product training staff available to train the various users of the system.
<b>For Administrators</b>	No	During implementation & set up, Navitor will provide administrator services. Reseller administrator functionality will be available in a future release.
<b>For Buyers</b>	Yes, train-the-trainer	The navINK eCOMMworks solution is an intuitive self-service application and includes contextual help. Targeted train the trainer sessions are provided to resellers so that they can provide subject matter expertise as needed.
<b>Customization Services</b>	Yes, Additional Fee	We provide optional Professional Services to our customers to meet your implementation requirements (i.e. integration into eCommerce platforms, financial software, ERP systems etc.). The service is typically scoped via our Professional Services team and defined in a Work Order for agreed upon services.

## Customer Support

<b>Help Desk</b>	Yes	Navitor customer support team is available via phone or e-mail from 8am-8pm Eastern Standard Time.
<b>Software Support &amp; Maintenance</b>	Yes	Navitor customer support and maintenance is provided for navINK eCOMMworks. Active Subscribers are covered under the Service Level Agreement (SLA) in the SaaS Subscription Agreement.
<b>Software Upgrades</b>	Yes	Active subscribers automatically receive scheduled patches and upgrades.