

Solution Summary for **BRAND**works

FEATURE	FEATURE OFFERED	DESCRIPTION
Delivery Type	Online	Deployed as a Software-as-a-Service (SaaS) application. Our navINK BRANDworks solution is hosted on our dedicated server network.
Application Type	ASP.NET Website	The navINK user interface is a web based solution leveraging HTML5, CSS3, Bootstrap, and JavaScript to provide a compelling user experience.
eCommerce Platform		
Solution Description	Yes	The navINK BRANDworks module enables a reseller to integrate our online product catalog and/or product configurator(s) that allow customers to place custom print orders and fulfill them via the Navitor network of print providers.
Accounts	Yes	Unlimited reseller customer accounts. Each customer account may be configured with unique branding, pricing, and product catalog and template setup.
Users	Yes	Unlimited users for each customer account.
Workflows	Yes, Multiple	Product workflows include product configuration, image upload, product catalog, stock products, fulfillment, and personalization.
Catalog Print Ordering	Yes	<p>We offer a catalog of template-based and static products. Products can be organized in a limited hierarchy. Each product has unique metadata associated with it, such as price, SKU, name, etc., which will be displayed to the customer account user in the catalog interface.</p> <p>Product images are unique to each customer account catalog.</p> <p>Catalogs are set up to be accessed according to the rights granted to a customer account on navINK. Currently the catalog content is administered by Navitor customer service per account specifications.</p>
Personalized Print Ordering	Yes	With navINK BRANDworks you can offer brand-controlled printed products with defined personalization. Adobe InDesign is utilized as part of the template creation tool. We associate the template with the variable data definitions for each unique customer account, creating a pre-defined web form for an account user to complete the variable text and graphic sections. An online proof of the finished product is displayed on your screen.
Pricing	Yes, Configurable	Pricing can be set for the catalog items for each customer account. Each item in navINK BRANDworks can have a unique price, including matrix pricing for volume discounts if applicable.
eCommerce Cart	No	As a standalone module, navINK BRANDworks will receive order information from the reseller's ecommerce or ordering solution, passing the required configID back to the reseller.
Reporting	Yes, Configurable	<p>Microsoft SQL Server Reporting Services is the reporting engine for navINK. BRANDworks standard reports include:</p> <ul style="list-style-type: none">• Product History Reports• SKU Reports <p>Recurring reports can be set up and distributed.</p>



Technical Platform

Infrastructure	Yes	The navINK BRANDworks 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.
Data Privacy & Security	Yes	Private and proprietary data is protected from unauthorized disclosure. All data is protected in transit via SSL, and Personally Identifiable Information such as credit card data and social security numbers are not stored within the BRANDworks platform. All assets are stored in secure systems with claims-based authentication and authorization required for every asset request.
Technical Requirements	Yes	Reliable broadband internet access. IE9 or later. Safari, Chrome & Firefox: current or immediately previous version. Cookies & JavaScript enabled.
System Components	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 ASPNET MVC, ASPNET Web/API, and the Entity Framework. Core application servers used include Microsoft IIS and Microsoft SQL Server.

Accessibility

Authentication Options	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

Catalog Print Ordering	Yes, Start Up, Initial Training, On-going Support	Navitor has a professional services team dedicated to the implementation and maintenance of navINK BRANDworks. Implementation and training fees apply in addition to a monthly subscription fee.
Implementation Services	Yes, Additional Fee	Implementation services are required with each navINK BRANDworks integration. The implementation is a remote service offering. If on-site services are required, they will be provided via professional services. Professional services are defined through a work order.
Training Services	Yes	Dedicated product training staff available to train the various users of the system.
For Administrators	No	During implementation and set up, Navitor will provide administrative services. Reseller administrator functionality will be available in a future release.
For Buyers	Yes, train-the-trainer	The navINK BRANDworks 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.
Customization Services	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 the professional services team and defined in a work order for agreed-upon services.

Optional Modules

DESIGNworks	Yes, Additional Fee	See DESIGNworks Solution Summary
Product Catalog	Yes	The optional navINK custom global catalog service includes SKU, product descriptions, product images, and pricing.
eCommerce Cart	Yes, Additional Fee	Solution options are available.

Customer Support

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