

Solution Summary for DESIGNworks

FEATURE	FEATURE OFFERED	DESCRIPTION
Delivery Type	Online	Deployed as a Software-as-a-Service (SaaS) application. Our navINK DESIGNworks 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 solution allows for the integration of the DESIGNworks online custom product configurator for a variety of printed and engraved products. Easy-to-use design tools along with drag and drop visualization allow for quick and accurate creation of personalized products called from within your ecommerce catalog. DESIGNworks provides the customer with an online proof of the configured personalized product.
Accounts	No	As a product configurator, DESIGNworks does not maintain "accounts".
Users	Yes	Unlimited users.
Workflows	Yes, Multiple	Product workflows include design and template selection, search, product configuration, image upload, QR code creation, personalization, multi-surfaced products, stock products, PDF preview and fulfillment.
Catalog Print Ordering	No	We offer a master assortment of template-based and static products. Each product has unique metadata associated with it (SKU, name, etc.), displayed to the buyer in the configurator interface. Navitor aligns the unique product selection to your catalog.
Personalized Print Ordering	Yes	With navINK DESIGNworks you can offer both template and design driven printed products with pre-defined text and graphics fields. Designs and templates can be personalized by the customer using existing, or creating new variable text and graphic fields. Customers may also upload complete artwork for fast and accurate printing.
Design Tools	Yes	Both basic and advanced text and image editing tools are available for personalizing existing designs and templates. DESIGNworks can integrate 3rd party tools, for example: QR codes and analytics.
Pricing	No	As a standalone module, navINK DESIGNworks will receive order information from the reseller's ecommerce or ordering solution, passing the required configID back to the reseller.
eCommerce Cart	No	As a standalone module, navINK DESIGNworks will receive order information from the reseller's ecommerce or ordering solution, passing the required configID back to the reseller.
Reporting	No	Reporting is obtained from the ecommerce system where the DESIGNworks configurator is integrated.
Analytics	Yes	Analytics within DESIGNworks is available.



Technical Platform

Infrastructure	Yes	The navINK DESIGNworks 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 DESIGNworks 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. For Internet Explorer (IE) we support IE9 or later. For Safari, Chrome & Firefox we support current version plus one back. 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	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

Professional Services	Yes, Start Up, Initial Training, On-going Support	Navitor has a Professional Services team dedicated to the implementation and maintenance of navINK DESIGNworks. Implementation and training fees, plus monthly subscription fee.
Implementation Services	Yes, Additional Fee	Implementation services are required with each navINK DESIGNworks 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.
Training Services	Yes	Dedicated product training staff available to train the various users of the system.
For Administrators	No	During implementation & set up, Navitor will provide administrator services. Reseller administrator functionality will be available in a future release.
For Buyers	Yes, train-the-trainer	The navINK DESIGNworks 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 our Professional Services team and defined in a Work Order for agreed upon services.

Optional Modules

BRANDworks	Yes, Additional Fee	See BRANDworks Solution Summary
Product Catalog	Yes	A navINK custom global catalog service, including SKU, product description, images & pricing.
eCommerce Cart	Yes, Additional Fee	Solution options 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 DESIGNworks. 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.