

E²P Commercial Marketplace Portal

●●● Overview



The E²P Commercial Marketplace portal helps promote its owner as a technology leader in the m2m and B2B services arena. It is well designed to be a unique, elegant, user friendly and professional portal to provide customers and partners with all the information, tools and support needed to have a pleasant online shopping experience for m2m, B2C and B2B applications, services, digital content and devices.

The E²P Commercial Marketplace portal combines secured capabilities that crafts a full customized shopping experience by allowing the customer (consumer or corporate business) to easily access profile information, follow up on past orders along with

real-time product inventory information that will assure a higher service level offering that guarantees increased customer satisfaction and loyalty.

The E²P Commercial Marketplace portal is seamlessly connected to the E²P backend subsystems such as the product catalog as well as all MW3 Ecosystem Enabling Platform (E²P) subsystems. It is also seamlessly connected to the other E²P frontend support systems (E²P Skills Marketplace portal, E²P Alliance Program portal and Customer Service & Help Desk).

●●● Key Features

- Online Product Catalog
- Online end-to-end Order Management & Fulfillment
- Secure Online Shopping Cart
- Account Signup for Customers
- Solutions' Configurators
- Configuration & Content Management
- Online Live Chatting
- Online Help Center(FAQ, Wiki, Videos)
- Online Ticketing System
- Online Services/Products Lookup
- Multilingual Support (Arabic, English, French)
- Multicurrency Converters




● ● ● Key Benefits

- ● ● **Online Products Catalog:** The E²P Commercial Marketplace Portal supports a state-of-the-art visual product/price catalog for the different products and services that MW3 provides.
- ● ● **Products & Services Categorization:** The portal supports Products/Services categorization and sub-categorization levels.
- ● ● **Customer Account:** Allows new customers to create new accounts with the proper industry standard credentials. Existing customers can login to their accounts to view order history, review/edit profile information, order products, follow up on previous orders, contact MW3 or suppliers and view other related CRM functions.
- ● ● **Solutions' Configurators:** Customers and partners can use simple configurators supplied on the portal to build projected solutions or bundles using selected products and services and have a first-hand price estimate and/or expected Bill of Quantity (BoQ) of the final solution or bundles.
- ● ● **Shopping Cart:** A fully-fledged online shopping cart that allows registered customers to have an easy and enjoyable products or services purchase.
- ● ● **Order Fulfillment:** Completely integrated end-to-end processes designed to fulfill the customer's orders starting from sales order to the logistics of delivering and activating the services.
- ● ● **Configuration Management:** The E²P Commercial Marketplace portal supports the portal administrator to do the maximum possible changes at configuration level rather than system change level. This includes add/change/remove products, content, prices, promotions' change including adding new pages or tabs, control backend functions (e-Payments, messaging, etc.).



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