

Status

Enhance customer relationships and reduce customer service calls by providing a personalized easy-to-use Web interface for your customers.

In the business-to-business (B2B) environment, your customer's order is the most critical record in your commercial enterprise system. Allowing your customers to check the status of their orders with "point-and-click ease" provides you with the competitive edge you need in today's fast-paced digital economy.

Our Customer Portal's Quote is the answer.

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The Ultimate Customer Service Opportunity

Status provides a B2B customer centric information center which provides your customers with accurate, up-to-the-minute business data, such as order status and product availability that can help you cultivate and protect your most critical commercial asset – your customers. The ability to interact with your customers at internet time and accuracy will help you to win new business and explore new market opportunities while at the same time protecting your existing market domain.

- Account Profiles can be viewed, allowing necessary changes to be made instantly.
- The real-time status of existing orders can be checked, monitored and updated. Data can be viewed by order and item.
- Product Catalogs can be viewed online, including product information, pictures and drawings.
- Delivery tracking from dispatch, via your carrier through to the invoice.
- By providing your customers up-to-the-minute access 24 hours a day, 7 days a week, traffic to your customer support center is reduced, and at the same time customer service improved.
- A true "self-help" scenario.

One-on-One Marketing Opportunity

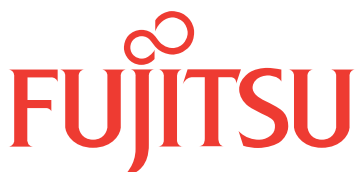
A web personalization tool is an important component of the Status offering. This component allows you to customize web pages thereby providing your customers with a personal gateway into your enterprise. Through individually customized Web pages, you enable your users to conduct virtually any transaction with "point-and-click" ease. Each user enjoys a personal experience that speaks eloquently to his/her individual preferences - generating true intimacy and loyalty.

Security

With Glovia's leading edge user-profiling functionality, you can distinguish external from internal users, and determine both what and how users interact with your data.

Rapid Implementation with Immediate ROI

Doing business-to-business over the Internet requires more than a pretty Web site. It requires an intricate series of interrelationships within and outside your organization. Status delivers direct real-time communication to your enterprise system without the business rule conflicts, data inaccuracies, delays, and other problems associated with clumsy middle-ware or other outdated systems integration techniques thus allowing a completely secure, seamless and rapid deployment resulting in immediate ROI. Status provides real-time, high-reliability, high-scalability business processing and delivery capabilities that few e-commerce vendors want to talk about, and even fewer can actually deliver.



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