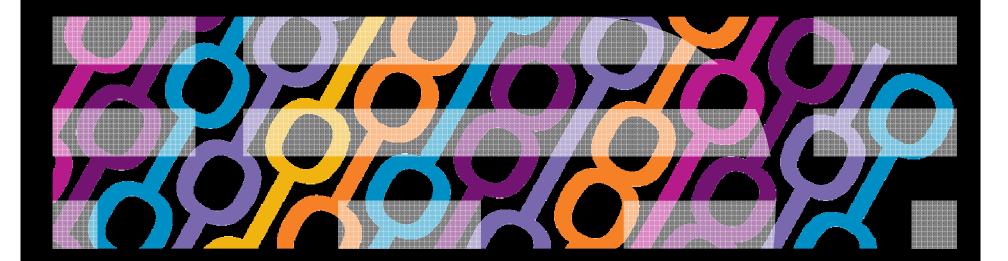


IBM WebSphere Commerce:

Interactive Panel Discussion:

Proven e-Commerce Practices that Deliver Maximum Value





Participants

Panelists



Bert Ceuppens

Managing Partner



Terry Hunter

CEO



Chris Booker

Business Development Director Integrated Solutions Division



Ralf Seimertz

CEO

Moderators

- Gary Hargreaves, Worldwide Solutions Executive, WebSphere Software, Industry Solutions, IBM Software Group
- Steve Gatto, Global eCommerce Solution Leader, WebSphere Software, Industry Solutions, IBM Software Group



Requirement – Integrated ecommerce solution

- Refresh site to enrich the customer experience
- Work with in-house design team to optimise ecommerce design
- Deliver a strategic and flexible eCommerce platform
- Support multiple sites to deliver sales growth
- Provide ability for in-house team to manage the online platform
- Enhance customer service with customer services application

Delivered

- eCommerce solution on IBM WebSphere Commerce platform.
- Custom features such as Pre-Orders, Store Locator, Latest Gear, Most - Wanted, Others Also Bought, Competitions, Top Tens, and Coming Soon, micro sites.
- Bespoke customer service application providing security, returns and exchange functionality.
- Integration to JD retail platforms for product, price and inventory management as well as order processing and fulfilment.
- Platform ready to support multichannel initiatives and branded sites



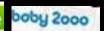


























Requirement – brand experience ecommerce solution

- Transactional and content rich brand site
- Scalable e-commerce platform that supports cross-channel buying and ease of merchandising
- Integrated content management solution

Delivered

- eCommerce solution utilising the IBM WebSphere Commerce
- Integrated content management solution FirstSpirit enabling Speedo to display and manage media rich content such as history, news, athlete profiles and podcasts.
- 'Fast Facts' tool tip with supplementary product information to the customer
- Solution includes Scene7, Bibit, Omnifind, Coremetrics, Bazaarvoice, 3rd Man and First Spirit



























Requirement – B2B automation

- Automation of the manual B2B business process, to support Increase product offering and targeted revenue growth fromB2B customers
- Integrate with a legacy system
- Clear and intuitive user interface.
- Improve efficiency/speed of process to support increased turnover

Delivered

- Automated, integrated and optimised export B2B business process
- A resilient and secure automated order processing system, incorporating bespoke account and order management capabilities
- Support of product pricing tools and product assortment per customer
- Technologies used: IBM WebSphere Commerce, MQ Series, HTML, CSS, Dojo JavaScript

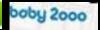




























Baby 2000

- 10 megastores in Belgium
- Providing superior customer experience
 - Easy list creation (integrated scanners)
 - Multi-channel approach with the kiosks in shop
 - Integration of a BV (bekende Vlaming) blog
 - Emailing with flipbook integration



Gift Center





Multichannel

6.000.000 euros





















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Baby 2000; blog Hilde de Baerdemaeker

Mama in de Minderheid

Tweeling-ouders, welkom! (Natuurlijk ook welkom aan 3-4-5-6ling ouders!). En aan alle andere ouders van wie hun eenling als een tweeling aanvoelt. Deze twinblog is voor jullie, om tips uit te wisselen, ergernissen en geniale vondsten te delen...

Al tijdens de eerste echo was het duidelijk: mama is in de minderheid, 2 kleine mensjes groeien samen, in mijn buik. Dubbel zo blij, maar ook dubbel zo bang... Gelukkig nog maanden de tijd om aan het idee te wennen.

Alhoewel, ze kwamen sneller dan verwacht. Gebruikelijk bij

tweelingen, blijkbaar (gemiddeld rond week 37, en dus ook vaak nog vroeger...). Twee zalige, prachtige kabouters: Marcel en Marilou. De mooiste kinderen van de hele wereld

TWEE. Als je ze in 't echt ziet liggen... zelfs zo met 2 naast elkaar, besef je nog maar half dat deze 2 baby's de rest van de dagen (en nachten) van je leven zullen vullen. En hoe!

Tijdens onze zwangerschap ben ik natuurlijk overal op zoek gegaan naar informatie over tweelingen. Dat verliep niet zo vlot... Ik vond bitter weinig gegroepeerde informatie, weinig boeken... Het was zelfs een beetje frustrerend om altijd over 'je baby' te lezen. Ik had zin om er overal een 's' bij te zetten. Nu onze 2 schatten er zijn, lijkt het me een prima idee om tweelingouders een beetje bij te staan met tips, raad en advies. Vraag maar!

(En reken maar dat ik jullie ook om raad zal vragen als 't nodig is...)

Tot gauw,

Hilde, mama van Marcel en Marilou



- Baby-tijd (1)
- Mama in de minderheid (1)
- Mama-tijd (1)
- Producten (3)
- Twins (2)
- Voeding (1)
- Zwangerschap (3)

Posts

- Mama-tiid 2 baby's betekent natuurlijk weinig [...]
- Mama in de Minderheid Tweeling-ouders, welkom! (Natuurlijk ook welkom [...]

Links

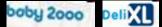
- Baby 2000
- Community
- Geboortelijsten Baby 2000
- Tweelingeninfo

























DeliXL

- Providing superior customer experience
 - Web 2.0 interfaces
 - 30.000 products
 - Specific marketing campaign with points (safari)
 - Dynamic flipbooks
 - Objective oriented discounts

- Online trade Fair to replace a physical fair

B2B Food provider









































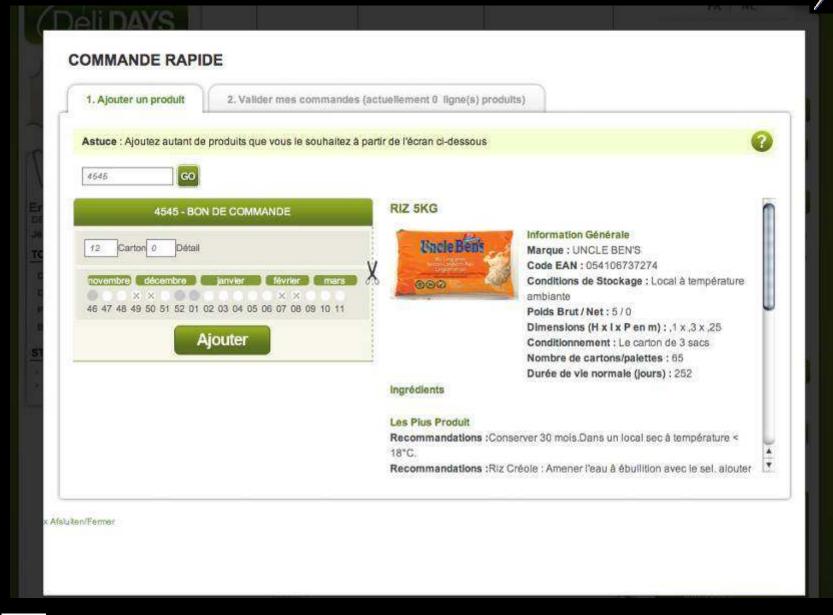


























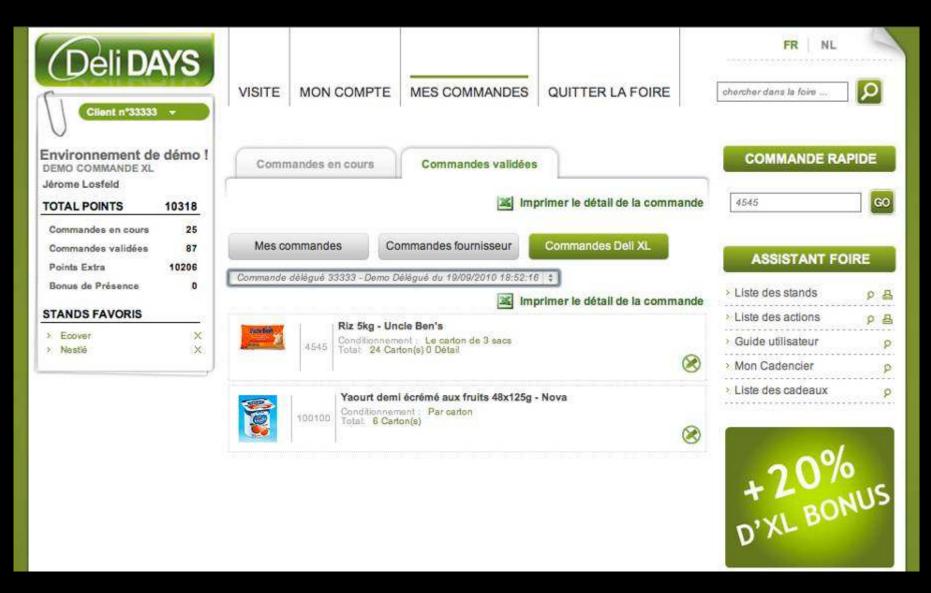


































Deli XL My DeliXL / Delidays

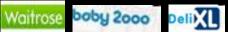


















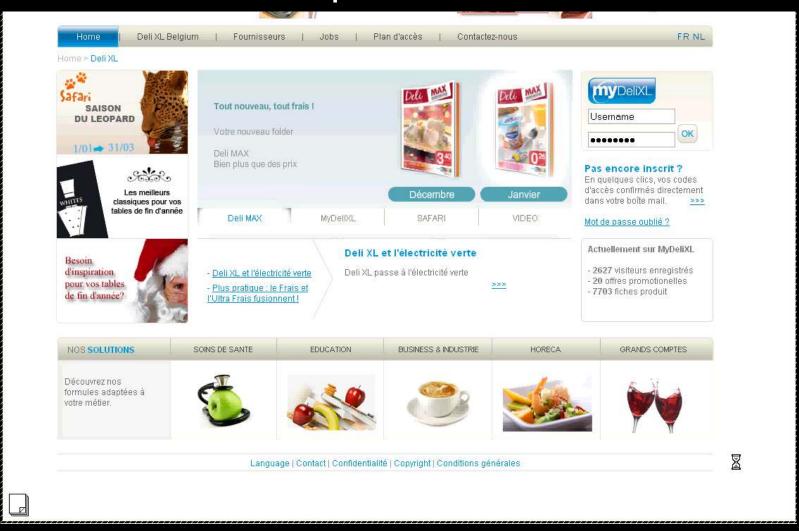








Flipbook





















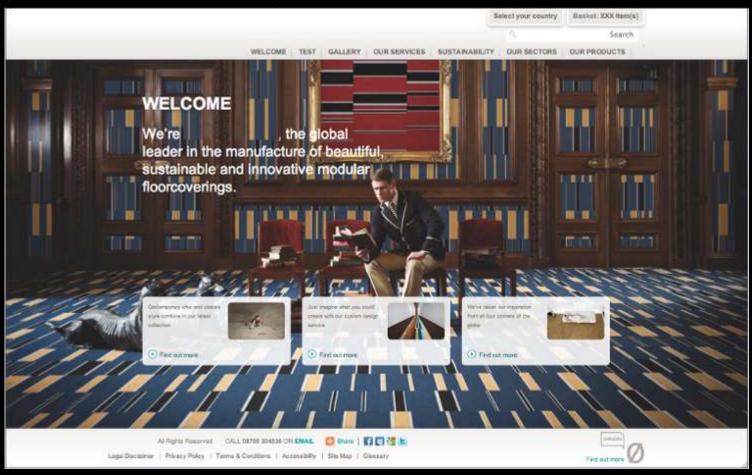






Carpet tiles manufacturer

- Providing superior customer experience
 - Inspirational B2B Commerce
 - Driving customers to the product through content (+SEO)



















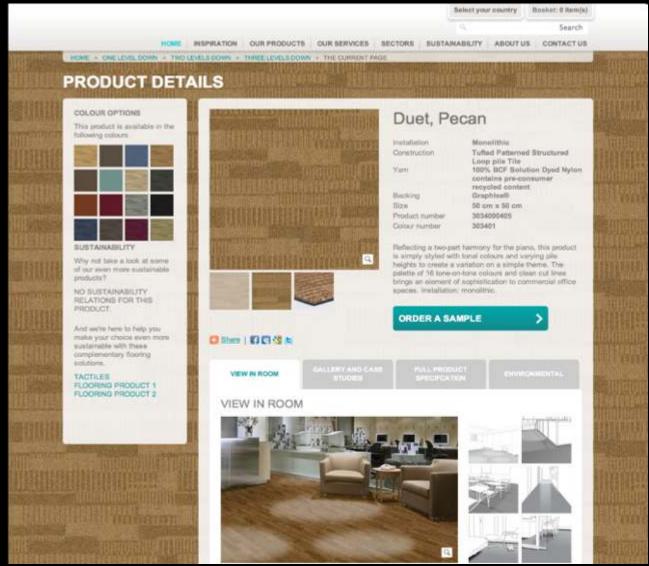








Carpet tiles manufacturer

















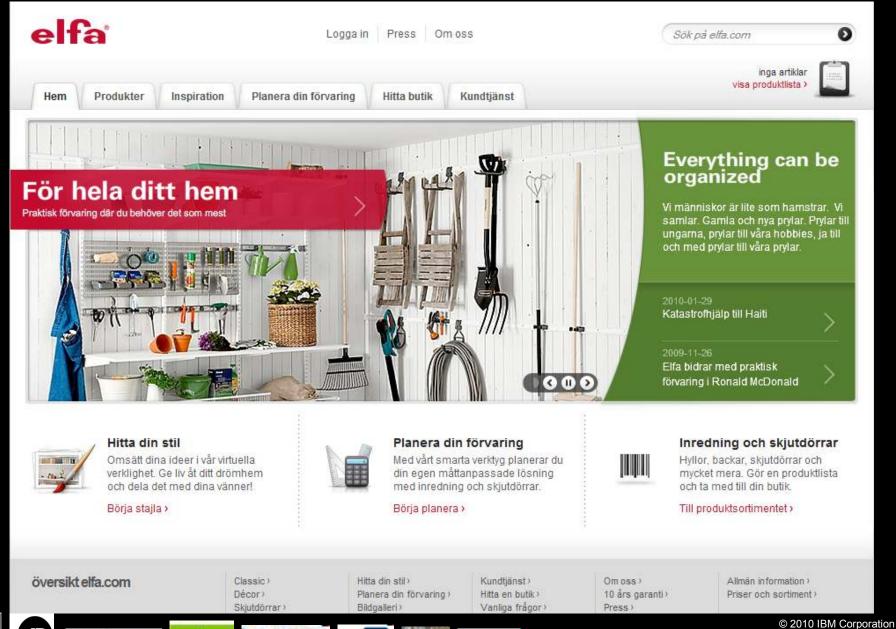


























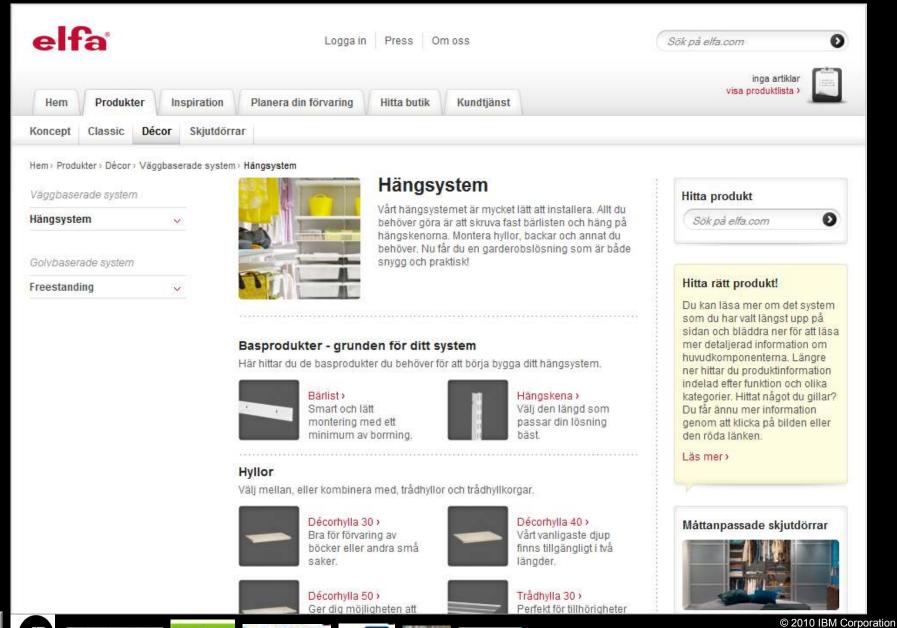
























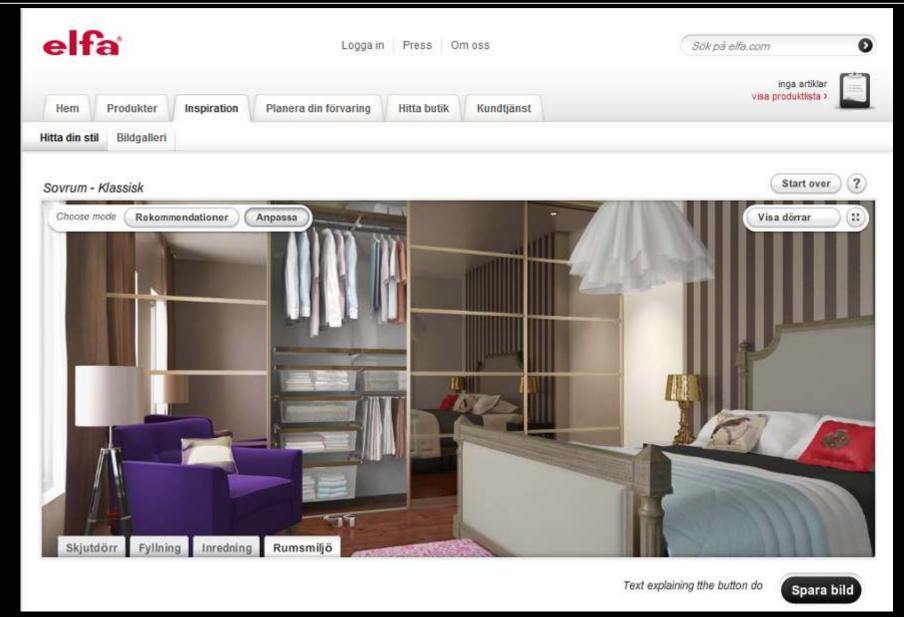


























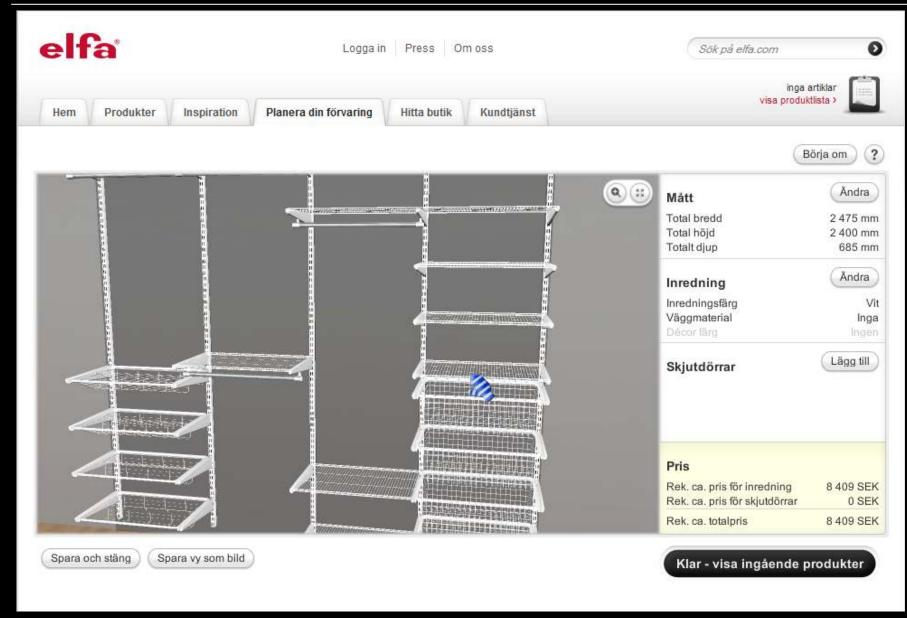










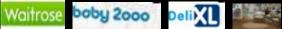


























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EUR 19.95 ADD TO BAG +



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> EUR 19.95 ADD TO BAG +



T-SHIRT - FRESNO

ADD TO WISH LIST ADD TO COMPARE

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41-2

BJÖRN BORG T-SHIRT - HAMILTON

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> EUR 39.95 ADD TO BAG .



























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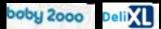
















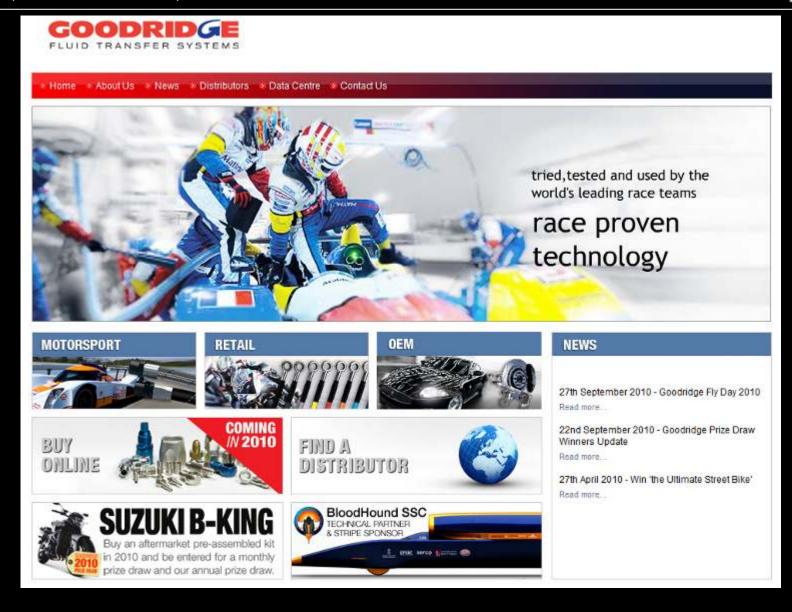








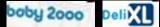
















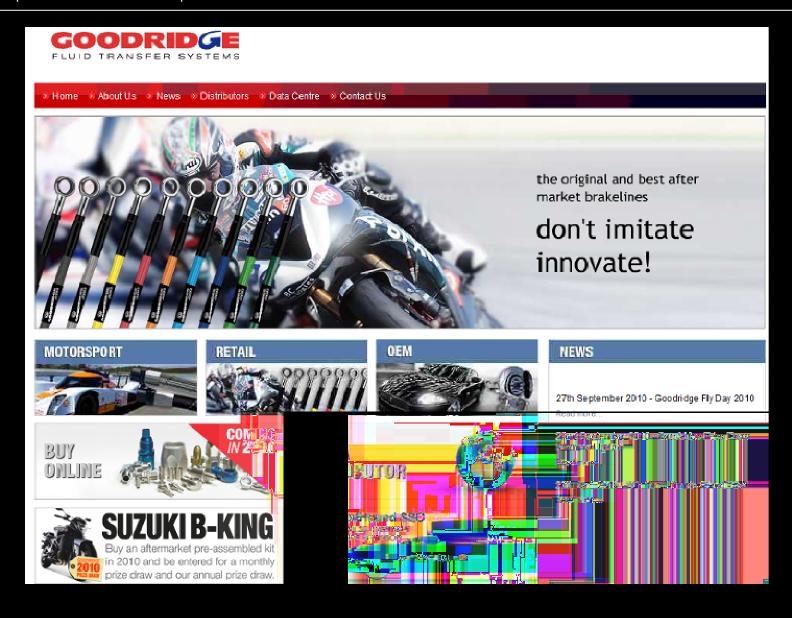










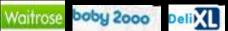
















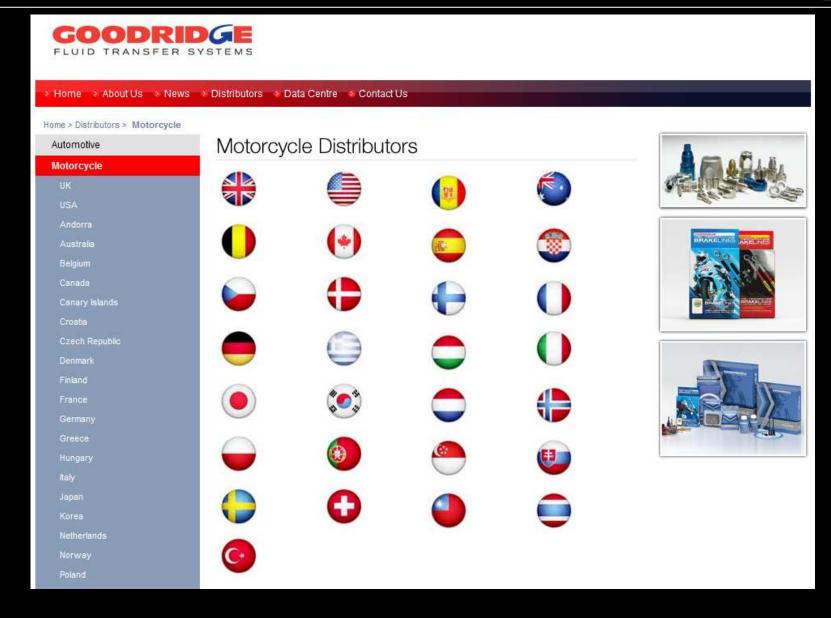


























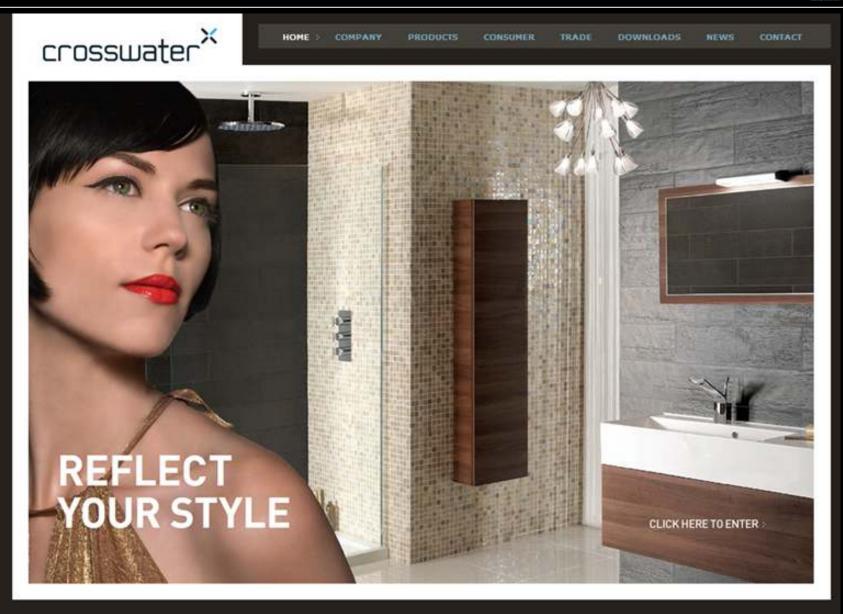




























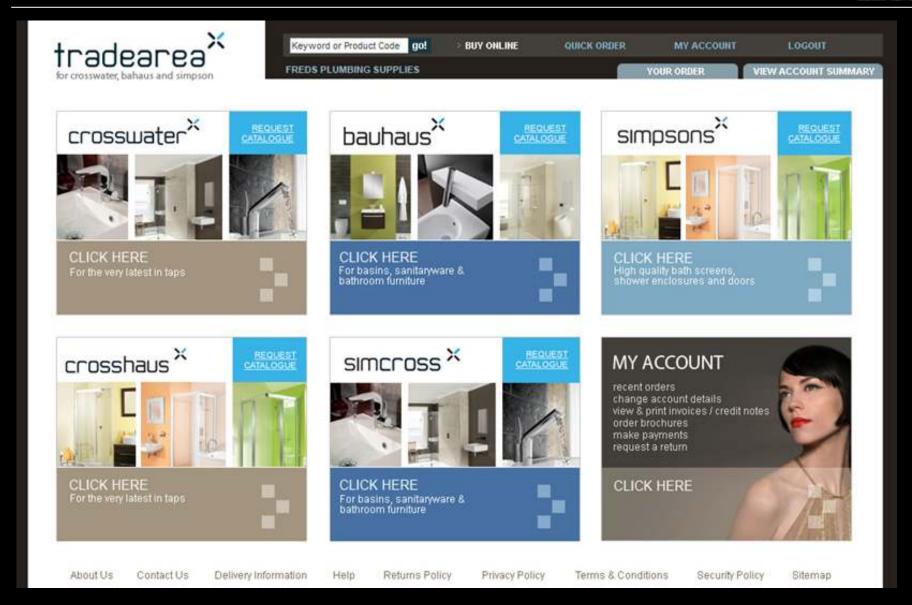








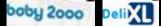
























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