

## Service Provider: e-Commerce

### OVERVIEW

Logicom Solution's **Service Provider e-Commerce** solution offers a company everything that would expect from an e-shop, providing their customers with a comprehensive and satisfying shopping experience, while leveraging a convenient sales channel suited for the company's future goals.

### BUSINESS NEED

Online originations and sales is a necessary channel for any Service Provider. It promotes increase of new customer subscriptions (through accessible services plans), better customer retention rate (through personalized customer experience), and decrease in customer-related operational costs (through seamless integration with core backend systems).

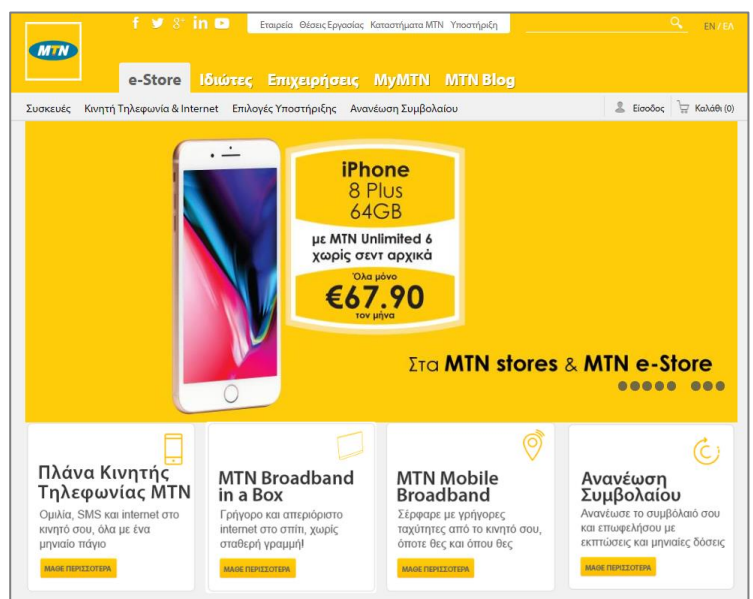
### SOLUTION

Logicom Solution's **Service Provider e-Commerce** solution allows organizations to offer their products and services online, to seamlessly integrate with back office ERP/Accounting Applications, and to enable shoppers to conduct their business on the web in the same way as they would do at a physical store. This manner, customers have a unified experience, where they have access to all products, images, product comparisons, promotions and schemes.

- **Rich User Experience with tools that empower the customer**
- **Multilingual support for localization**
- **Self-Service for contract and/or device purchases**
- **Secure Payment with multiple payment ethos (card, direct debit etc.)**
- **Tailor-made Subscription plans driven by the customer**

The Logicom Solution's Service Provider e-Commerce solution, offers primarily:

- 1. e-Store**  
Purchase products/devices online  
Combine purchases with offers, both consistent with in-store offers and exclusively online offers.  
Pay Online
- 2. e-Contracts**  
Online Customer origination  
Pre-paid or Post-paid contracts  
Renewals  
Pay Contract Online
- 3. Backend Integration**  
Standalone platform integrates through SOA with backends (ERP, CRM)



Our dynamic, easily adaptable Service Provider e-Commerce solution has a wide range of features that can better fit your brand's needs. From concept design to home delivery, every little detail must represent your company's brand image and the message that is needed to be communicated.

## FEATURES

<ul style="list-style-type: none"> <li>Product and price comparison for goods and services</li> </ul>	<ul style="list-style-type: none"> <li>Inventory and goods tracking</li> </ul>
<ul style="list-style-type: none"> <li>Social media integration (Twitter, Facebook, Google+)</li> </ul>	<ul style="list-style-type: none"> <li>Flexibility for contract modification through easy-to-use self-service tools</li> </ul>
<ul style="list-style-type: none"> <li>Discounts and Offers</li> </ul>	<ul style="list-style-type: none"> <li>Easy Configuration to better meet the end users' needs</li> </ul>
<ul style="list-style-type: none"> <li>Multiple payment and shipping options</li> </ul>	<ul style="list-style-type: none"> <li>Cross Selling, Up-Selling</li> </ul>
<ul style="list-style-type: none"> <li>Redeem loyalty points</li> </ul>	<ul style="list-style-type: none"> <li>Advanced Product Search Page with filtering and sorting</li> </ul>
<ul style="list-style-type: none"> <li>Insurance for product/device</li> </ul>	<ul style="list-style-type: none"> <li>Renew contracts and pay in instalments</li> </ul>
<ul style="list-style-type: none"> <li>Pay with card, standing order, or cash on delivery</li> </ul>	<ul style="list-style-type: none"> <li>Order tracking for better customer information and transparency</li> </ul>
<ul style="list-style-type: none"> <li>Reporting and statistics for sales</li> </ul>	<ul style="list-style-type: none"> <li>Integration with core business applications (e.g. stock control, billing, CRM, services)</li> </ul>

The screenshot shows the MTN e-Store interface. At the top, there are navigation links for 'e-Store', 'Ιδιώτες', 'Επιχειρήσεις', 'MyMTN', and 'MTN Blog'. Below this, there are social media icons and a search bar. The main content area features a large image of a woman using a smartphone, with the heading 'MTN Πλάνα Κινητής Τηλεφωνίας'. Below the heading, there are three plan options: 'MTN Small' (150 λεπτά, 150 SMS, 150 MB), 'MTN Medium' (350 λεπτά, 350 SMS, 550 MB), and 'MTN Unlimited 1' (Απερίοριστα λεπτά). Each plan includes a price and a 'ΜΕ ΣΥΣΚΕΥΗ' button.

The screenshot shows a 'Compare Devices' page with four smartphones: Samsung Galaxy Note 8" Wi-Fi White, Alcatel One Touch Tab 7, Asus Google Nexus 7 3G, and Prestigio MultiPad 2 Ultra Dual 8.0 3G Black. Below the device images, there are 'Buy Now' and 'With Contract' buttons. A table below compares features like FM radio, Voice dialing, MMS pictures, Java, Memory card support, MP3 player, GPS, NFC, and WIFI. At the bottom, there is a table with technical specifications for each device, including OS, processor, RAM, screen size, resolution, camera, storage, and battery.

OS	Android	Android	Android	Android
Processor	1.6 GHz Cortex-A9	Single Core 1 GHz Cortex-A9	Quad Core 1.2 GHz Cortex-A9	Dual Core ARM Cortex A9 1.20 GHz
Resolution	2592 x 1944 pixels - Autofokus	VGA 640x480 pixels	1.2MP	2MP
Camera	1.3 MP			0.3 MP
Screen Size	8.0"	7.0"	7.0"	8.0"
Resolution	800 x 1280 pixels	600 x 1024 pixels	800 x 1280 pixels	1024 x 768 pixels
Colors	16M colors	16M colors	16M colors	16M colors
RAM	16GB	4GB	32GB	8GB
Storage	microSD, up to 64 GB	microSD, up to 32GB		microSD, up to 32GB

The screenshot shows the checkout process on the MTN e-Store. It includes a 'Διαμόρφωση Πακέτου' (Package Configuration) section with options for 'ΕΠΙΛΟΓΗ ΣΥΣΚΕΥΗΣ' (Device Selection), 'ΕΠΙΛΟΓΗ ΣΥΜΒΟΛΑΙΟΥ' (Contract Selection), 'ΕΠΙΛΟΓΗ ΠΛΑΝΟΥ' (Plan Selection), 'ΔΙΑΡΚΕΙΑ' (Duration), and 'ΕΠΙΠΡΟΣΘΕΤΕΣ ΥΠΗΡΕΣΙΕΣ' (Additional Services). Below this, there is a 'ΜΤΝ Συμβόλαιο' (MTN Contract) section with a 'ΣΥΝΟΛΙΚΗ ΠΙΣΤΑ' (Total Price) section showing 'Πληρωτέο Ποσό: €669,00' and 'Μηνιαίο Πλάνο: €15,00'.