

Professionals to build, manage and grow your eBusiness.



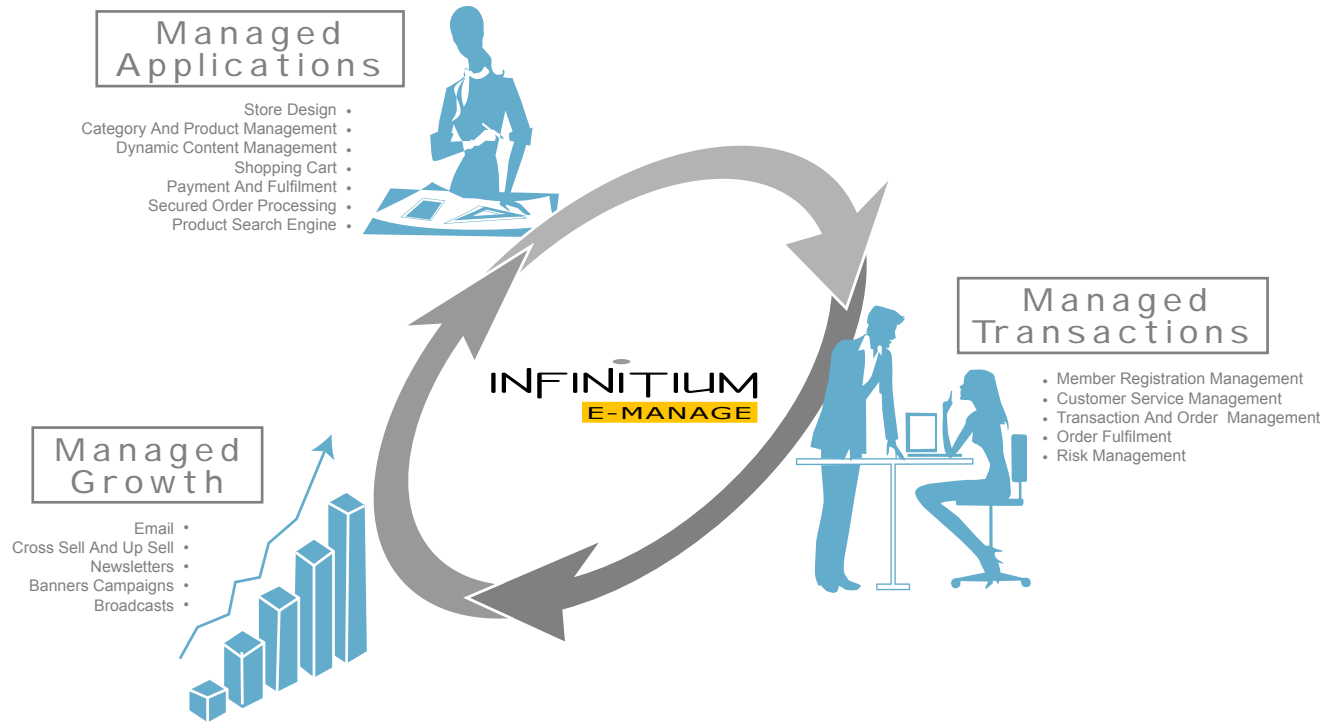
INFINITIUM
E-MANAGE

*If you have Ebusiness dream ,
we can make it come true for you.*

Leverage on the expertise and flexibility of **Infinitiu**'s **eManage** professional services and significantly reduce your costs associated with building managing, maintaining and promoting your eBusiness. Achieve Greater ROI, Lower Cost with Savings from upfront and ongoing costs including:

- ❖ Saving of Software licensing, hardware, data centre and other infrastructure cost
- ❖ Free of overheads from Staffing of IT professionals, customer care and consultants
- ❖ Faster Time to Market utilizing our "Ready to Use" solution from estore to payment system
- ❖ Reduce ongoing web maintenance costs
- ❖ Lower Costs associated with redeployment of software, customizations etc.

Infinitium eManage is backed by a team of experienced e-business professionals who understand the Internet and e-commerce as the new trading ground. We are familiar with the critical success factor in running a successful storefront and will assist you to manage and handle all the elements of e-store building, marketing, operation and management so that you can focus your time to building your business, not fighting the technology and complexity



Managed Applications

Infinitium Technical team is made up of creative architects and usability engineers, who will develop, operate and maintain your eCommerce applications with the main objective of making your e-commerce ventures successful. With our experience and know-how, creating a successful e-commerce application is our main forte. From attractive design to user friendly functionality and system reliability, we make it fun and easy for your customers to navigate and shop. And that translates into more sales for you.

E-Store Development – the right look and feel to suit your overall business strategies and branding needs; optimal layout, site flow and function to ensure a hassle-free online shopping experience for your customers.

Extensive Payment Options and Fulfilment Capabilities – Let your customers pay you easily via credit card, cheque, money order, e-debit, IVR based charging, SMS charging, e-POS, etc. Customisable currency and country list according to your preference.

Security Management – We will ensure and manage the security aspect of your applications by having it within a trusted web environment allowing your customers to shop with confidence, securing your net revenues at the same time.

Integration Management – In situations where integration is needed to connect to any 3rd party system, we can provide the integration management services.

International Services – We can localize your storefront in multiple languages and currencies. Let the world be your marketplace!

When your online business grows, you will need more time and resources to operate the storefront. At Infinitium, we can manage the daily operations for you.

Managed Transactions

Your customers are Infitium CTS's (Customer Transaction Service) top priority. Our experienced team is dedicated to service and manage your customer enquiry and process your online orders around the clock. We have proven best practices and processes to ensure that your customer receives the best service we can offer.

Member Registration Management – For profiling of your customer, we can assist to manage the Registration process which can be a very tedious and time consuming affair. With our proven processes, we can help to automate and smoothen the Registration process via Fax/SMS/Portal and etc. Our CTS will also verify the supporting documents before approving the applicants.

Customer Service Management – In a competitive environment, relationships with your customers will determine the success of your storefront. CST will handle all your first level customer support via email, telephone or even online LiveChat to guide your customers through the buying process.

Transaction and Order Management – CTS will perform complete order checks i.e. customer information, stock availability, payment modes, etc. to verify a bona-fide order. Authorizations of credit card transactions are in real-time to provide reliable, fast and accurate information prior to each credit purchase. CTS will handle the settlement process to complete your transaction cycle.

Risk Management – In Infitium, risk management takes an aggressive and multi-faceted approach. Our CTS utilizes advanced Fraud Screening Tools to detect and prevent fraudulent transactions. CTS has access to a Blacklist Pool which shares blacklisted credit card information with other merchants in our network to protect your eCommerce transactions better.

Order Fulfillment – We utilize our partnerships with international fulfillment providers and agencies to handle delivery of both physical and soft goods around the world. From printing packing slips (airway bills) to tracking of shipments, CTS will be able to assist you to ensure your goods reach your customers safely on time. Warehousing facilities are also available to minimize your shipping costs.

Remote Control – Gone are the days where outsourcing limits your control and rights. We believe you are the expert in your business, and you need to react to market changes, fast. Remote Control is a web-based tool to update your storefront's content anytime, anywhere. Change product pricings and information with ease; your dynamic storefront will reflect the changes made by you in real-time!

With a fully operational storefront managed by CST, it is time to grow your eBusiness.

Managed Growth

To grow your online business, the storefront needs greater exposure and a larger buying audience. However, marketing efforts can be time consuming and costly on your own. Infitium Marketing Team is a group of eMarketing professionals dedicated to expand your business reach online. New opportunities, new markets and strategic partners will drive up sales and traffics to your storefront. Imagine having a team of online marketing professional constantly growing your business for you!

Attract customers – IMT will explore opportunities for co-branding, collaboration, cross sell and up sell amongst our merchants base and other 3rd party storefronts for you. Be seen online with the right affiliate partners!

Convert shoppers into buyers – IMT can plan targeted eMarketing campaigns with focused strategies depending on your customer profiles i.e. contests, surveys etc. Gather important information and buying behaviour for follow- ups and customer retention programs.

Attractive Banner/Pop-up Campaigns – IMT can increase your web traffics with creative ideas on banner campaigns and pop-up windows; complete with click stream analysis to benchmark their effectiveness.

Retain your customers and grow the business you generate from them via Email, Newsletter and SMS broadcasts to update your customers, resellers and newsletter subscribers with new arrivals and scheduled discounts on a periodic basis.