

## **E-Commerce Infrastructure Assessment**

Below are some of the issues that should be considered while choosing an electronic commerce infrastructure:

1. Support for both Business to Business (B2B) and Business to Consumer (B2C) e commerce models.
2. Scalable, robust, distributed, secure, platform independent solution (any platform dependent features ?).
3. Support for open standarts such as XML, ebXML, UDDI, etc
4. Shopping cart, order and transaction processing features.
5. Integration with secure payment and credit card authorization systems. (SSL, SET, Smartcard, Micropayment support).
6. Customizable shipping, tax and payment (discounts, coupons) schemes.
7. Browser based interfaces for administrators, merchants and users.
8. Availability of merchant and user interfaces for order tracking, order status changes.
9. Automated notification of both merchants and users based on order status changes.
10. Broadcast and targeted e-mailing capabilities based on products, purchases, user groups, etc.
11. Reports and tools for customer support services for merchants and users.
12. Tools for evaluating shopping mall, shop and product traffic.
13. Easy, rapid and as automated as possible catalog creation facilities, tools for workflow and business processes creation.
14. Variety of templates and functions for mall design and availability of sample malls.
15. Multiple levels of product categories.

16. Tools for populating catalogs and mass import utilities.
17. Easy to operate facilities for quickly changing prices, product descriptions and business processes.
18. Catalog indexing based on product attributes (color, type, etc.) and descriptions.
19. Product search facilities.
20. Support for cross selling and upselling.
21. Content management, ability to embed products into content.
22. Easy integration of banners and ads.
23. Multi language, multi currency support.
24. National language support.
25. Personalization and profile management for registered users.
26. Availability of directory services for mass amounts of users.
27. Back-end and legacy integrations with inventory, accounting and ERP systems, etc...(standards and framework used for integration ?)
28. Availability of development toolkits for rapid customizations of features such as product search, shopping cart, shipping, tax options and payment methods, etc...
29. Well defined and well documented architecture, APIs, script languages, etc.
30. Performance evaluation of real life examples based on number of concurrent users, number of products, number of nodes used and platforms chosen.
31. Documentation, training and technical support.
32. Wireless front-end support.
33. Web services support for easy integration with 3rd parties.
34. Availability of technical expertise to fully utilize the e-commerce infrastructure.

35. Price and licensing model

36. Total cost of ownership