

**OrderManager**

MarketingManager

SalesManager

BillingManager

ServiceManager

ContentManager

ChannelManager

CollaborationManager

AuctionManager

UIManager

IntegrationManager

OfflineManager

MobileManager

► **Web BusinessManager Suite**

SPACEWORKS

The First Order of Business on the Internet

# **Jump-start your B-to-B e-Commerce Strategy**

**Deliver real-time ordering to your customers,  
and allow them to search product availability, track  
orders and check their account status – over the Web.**

**Market interactively by cross-selling and up-  
selling, while supporting customers full-time – with  
SpaceWorks WebBusiness Manager Suite.**

**Create a business-to-business Web sales channel that's available 24 by 7.  
Our solution deploys rapidly, integrates seamlessly with current back-end  
systems and tailors to your organization. With SpaceWorks, get to your  
customers first – and keep them coming back.**



*“SpaceWorks has all the right stuff for many mainstream customers right now – those companies that are looking for an industrial strength solution and that are attracted to a turnkey application.”* Patricia Seybold Group

*“SpaceWorks OrderManager has robust functionality...the product from day one was created with the Internet in mind.”* The Yankee Group



# SPACEWORKS®

## Business-to-Business e-Commerce

At SpaceWorks, we're B-to-B e-Commerce experts. That's why the **Global 2000** is already taking advantage of our **Web BusinessManager Suite** to increase orders, reach new markets, enhance channel relationships and drive profits.

Our suite, built specifically for both the Web and B-to-B, **integrates seamlessly** with your back-end systems, cooperating with existing applications, and insuring **flexibility for the future**. And, it **deploys rapidly**, while tailoring to the specific needs of your unique operations. Combine these elements with real-time order management, personalized marketing, interactive selling and full-time customer support, and get results – from a solution whose performance and capacity **grows with your business**.

## SpaceWorks Web BusinessManager Suite™

The SpaceWorks Web BusinessManager Suite was created through a **strategic technology alliance** and product development strategy – with SpaceWorks OrderManager at its core. We have partnered with a network of **best-of-breed technology vendors** in such key areas as Internet customer service, electronic bill presentment, interactive selling, complex product configuration and online auctions. The result: a complete, integrated, turnkey solution from a team of experienced, business-to-business experts who are **dedicated to your success**.

## SpaceWorks OrderManager

With SpaceWorks OrderManager, the heart of the SpaceWorks Web BusinessManager Suite, you can deliver dynamic product selection and pricing, order submission, **order management, fulfillment and tracking**, as well as **inventory availability** updates and **account status** reports – in **real-time, all the time** – to your valued business customers. And, SpaceWorks Web BusinessManager Suite has the flexibility to grow with you over time, so it evolves as your business does.

## Get the Order Every Time

In short, SpaceWorks empowers you to **sell more products**. The SpaceWorks Web BusinessManager Suite enables you to **get to your customers fast**, and then deliver customized incentives and promotions to them in a user-intuitive environment. **Market interactively** by cross-selling and up-selling, and then provide **complete order management** and **full-time customer support**. With SpaceWorks, redefine your business and **get the order every time**.



# SpaceWorks Web BusinessManager Suite



**With our suite, your business customers benefit from:**

- Customized product catalogs
- Dynamic product search capabilities
- Real-time order placement
- Up-to-the-minute inventory availability
- Personalized treatment
- Interactive guided selling
- Complex product configuration
- Full-time customer support
- Real-time customer-specific pricing
- Multiple shipping/delivery options
- Instant order status and tracking
- Electronic bill presentment and payment

**Global 2000 enterprises benefit from:**

- A robust Web sales channel with comprehensive functionality
- Increased revenue through cross-selling and up-selling
- Cost savings through electronic bill presentment
- Expanded customer base from global reach
- Increased customer satisfaction from improved access and enhanced buying environment
- Reduced costs from fully-enabled customer self-help environment
- Secure, real-time product allocation
- Up-to-date summary of customer sales and accounts payable information

# Unrivaled Performance

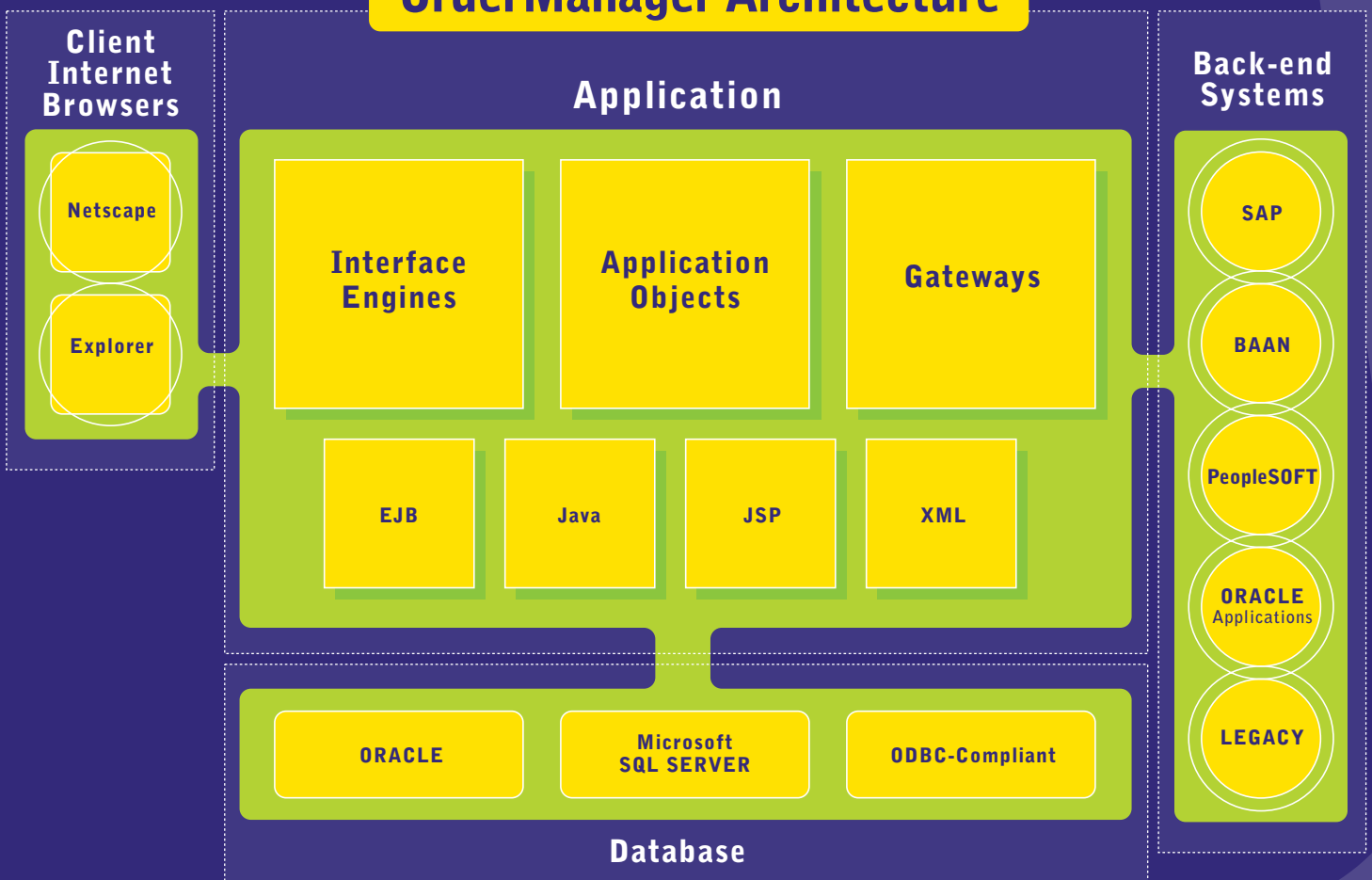
- ▶ **Scalability:** Scale in parallel with the growth of the user community without modifying the application
- ▶ **Availability:** Meet enterprise requirements for performance and 24 by 7 reliability
- ▶ **Extensibility:** Support in-house and third party tailoring and simplify version upgrades
- ▶ **Adaptability:** Adapt to multiple operating systems and object brokering architectures, including heterogeneous environments
- ▶ **Interoperability:** Integrate with multiple, disparate back-end systems for real-time transactions and dynamic content
- ▶ **Security:** Ensure data transaction integrity by controlling user authorization, access privileges and encryption

## Solution Architecture

Our solution, with its standards-based architecture, links clients, applications, databases and back-end systems – simply.

Here's how it works:

## OrderManager Architecture



# Get with SpaceWorks and Get the Order

To find out how, visit us on the Web at: [www.spaceworks.com](http://www.spaceworks.com)  
or call **1.800.5.SPACE.5**



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