Company Overview

Jagged Peak is an eCommerce pioneer, launching the first version of its enterprise-class eCommerce platform more than a decade ago. Over the ensuing years, Jagged Peak has continued investing in the development of its core eCommerce technology, continued innovating by offering cloud-based SaaS deployment options, and continued building its portfolio…, adding a broad array of associated outbound supply chain services and solutions that have enabled hundreds of clients to quickly and easily build and manage profitable, multi-channel online businesses.

- Foundation: 2000
- 2011 Revenue: $30.5M
- LTM Revenue (6/12): $33.5M
- Organic Growth (double-digit revenue growth since 2009)
- 16M Shares Outstanding
- 52-Week Share Price Range: USD $0.14 – $0.75 (JGPK/OTC) as of 9/1/12
- Shareholder Structure: Approximately 70% Management owned
- Approximately 130 Employees
- Fulfillment Sites: More than 20 sites throughout U.S. and Canada
- Offering same-day delivery service in key markets since 2011

Jagged Peak's cornerstone technology is EDGE™. It is an end-to-end eCommerce platform that extends far beyond the development platform for the front-end website to include a fully integrated and robust order management system, warehouse management system and transportation management system. Together, these integrated systems provide clients with oversight and control of their entire eCommerce ecosystem and the order life cycle—from "click" to ship.

Included among Jagged Peak's outbound supply chain services are "anytime, anywhere" order fulfillment and a comprehensive array of eMarketing, customer support and IT services. Used in combination with the EDGE eCommerce platform, Jagged Peak can offer clients an end-to-end, fully outsourced TotalCommerce™ solution.

Having garnered significant industry recognition for the EDGE eCommerce platform and its multi-channel order management capabilities, Jagged Peak is continuing to raise the bar for its technology and service excellence. The company's success is reflected in its blue chip client roster that includes Nestlé/Nespresso, LVMH, TAGHeuer, Pier 1 Imports, R.G. Barry among many others.

Platform. Services. Solutions.

EDGE is an industrial-duty, totally web-based eCommerce platform designed to manage every aspect of the single-, multi- or cross-channel business with "buy anywhere, fulfill anywhere, return anywhere" capabilities. Built-in modules give the user real-time control over all the processes that exist in the eCommerce ecosystem, providing a complete, intuitive and functionally robust solution. The platform is designed to integrate seamlessly and easily with back-office systems, and it can handle virtually any order volume or system demand, having been battle tested over the last decade as the platform of choice for some of the world's leading manufacturers and best-known consumer brands.

Service professionals enhance clients' online business success

To support the implementation of the EDGE platform, Jagged Peak has a Professional Services Group staffed with eCommerce and supply chain operations experts. Project teams are organized around individual clients or client groups and tasked with ensuring the success of each client's business initiative. Their mission is to guide every client through each step of the solution delivery process—from initial strategy and planning to business requirements documentation to development and implementation to post-solution delivery support.

Fulfillment excellence builds consumer loyalty

Designed specifically for high-velocity eCommerce order fulfillment, FlexNet is Jagged Peak's warehouse network that utilizes Jagged Peak's EDGE Web-based technology platform. It can be deployed any place, any time to support any program, any client and any product; and, since it's fully integrated, it offers the client complete order and inventory visibility and transparency across the entire operational footprint.

Jagged Peak has more than 20 fulfillment centers strategically located throughout North America, and uses this network to configure the optimal fulfillment solution for clients. With EDGE powering and integrating the entire FlexNet fulfillment network, perfect orders are sourced to the optimal fulfillment location to minimize customer wait time, improve service delivery and reduce costs. The result: Jagged Peak's FlexNet fulfillment services offer very impressive SLAs, including:

- 99.8% order-accuracy rate surpasses industry standards
- 98% same-day shipping
- 91% next-day delivery via standard ground service (U.S.)

A uniquely holistic approach to eCommerce

TotalCommerce™ is Jagged Peak's end-to-end eCommerce solution that bundles the EDGE platform with extensive services, giving the client everything needed to operate a successful online business. The web store is connected in real time to the order management system, inventory management system, warehouse management system and transportation management system. These back-end systems automate and optimize the fulfillment network, and can be deployed in the client's warehouse(s) as well. From the customer-facing storefront to the loading dock and all the IT touchpoints in between, TotalCommerce is Jagged Peak's turnkey solution that offers clients everything needed to run a successful online business.