Think eCommerce

A UNIQUELY HOLISTIC APPROACH

JAGGED PEAK®

Think E-Commerce.

catalog promotions profit eServices
fulfillment website global
real time platform
graphics front end OMS marketing
enterprise logistics services
revenue network Integration traffic
search rich media internet
transportation back end eCommerce
shopping cart TMS solutions WMS next day

Everything you need to make doing business online easy and profitable.

Jagged Peak does one thing, and does it well—we help companies just like yours take the complexity out of building and managing profitable online businesses. Whether you're just starting an online channel to sell direct to your customers … or you've outgrown your existing systems … or you want to outsource your entire online sales channel, you can rely on Jagged Peak's enterprise-class eCommerce solutions, and our best-practice services to maximize your revenue and profitability.

Platform. Services. Solutions.

Our EDGE eCommerce platform contains comprehensive functionality to easily and efficiently deploy and manage world-class B2B, B2C and mobile web stores supported by Web Development Services that deliver what every online business wants—high conversion rates and repurchase frequency. Our Professional IT Services handle the myriad tasks associated with the set up and deployment of your online business—including the IT infrastructure. Our eMarketing Services ensure your site generates traffic and converts visitors into buying customers. And, our fully optimized worldwide Fulfillment Services deliver the highest level of customer satisfaction with best-in-class SLAs.

No matter what you sell or ship via an online business, or which parts of the associated processes you need to support—from the eCommerce platform to a fully integrated web-to-ship solution or any à la carte component in between—Jagged Peak has the platform, services and solutions to help you build it, manage it and profit from it.

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 you 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 your 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.

EDGE encompasses end-to-end eCommerce functionality—all in one place. Its website-; catalog-, order-, CRM, inventory-, logistics-, warehouse- and communications-management modules provide dynamic integration between what the customer orders, which warehouse it's sourced from, and how it's picked, packed and shipped, giving you visibility throughout the entire order life cycle.

eCommerce Platform (ECP): EDGE enables Jagged Peak's clients to operate world-class web stores with the latest tools and best practices for comprehensive content and catalog management, product merchandising and online marketing, supporting one or multiple branded web stores.

Order Management System (OMS): EDGE manages any order type and, using rules-based order handling, it ensures each order is fully executable and shippable, streamlining and expediting the pick, pack and ship process.

Supply Chain Management (SCM): EDGE provides real-time inventory availability across one or more warehouses, stores or other shipping points, automatically directing orders to the optimal distribution point to save on shipping costs and provide exceptional delivery performance.

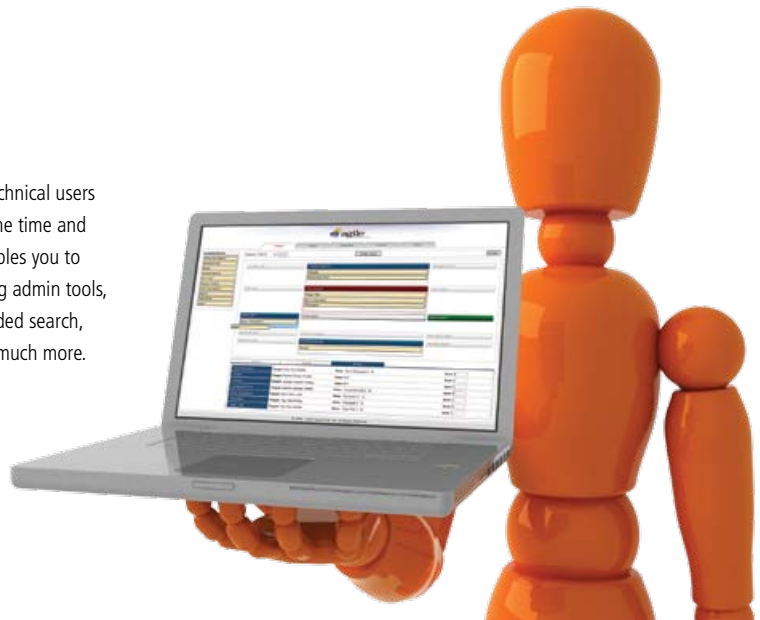### Flexible deployment options save time and money

Jagged Peak's EDGE platform can be deployed quickly and flexibly using any of the following options:

- **Software as a Service (SaaS)** – A subscription-based software service that lowers your upfront costs
- **Appliance Model** – A server and software solution that you manage in your data center
- **Managed Service** – A licensed software and server solution hosted in Jagged Peak's Tier 1 data center

Agile™: The best of everything … unlike anything

EDGE's content management module, called Agile, gives web developers and non-technical users alike the ability to easily update web stores without the constraint of templates, or the time and cost associated with developing code. Agile's intuitive WYSIWYG rich text editor enables you to design pages, create and manage content, and preview and publish the results. Using admin tools, you can activate pre-built eCommerce functionality like catalogs, shopping carts, guided search, order tracking, customer reviews, wish-lists, email-a-friend, newsletter sign-ups and much more.

SERVICES

Professional IT Services

Jagged Peak engagements include Professional IT Services that encompass everything necessary for the set up and successful deployment of your online business. Our seasoned team of systems architects, application programmers, network engineers, systems engineers, business analysts and QA-testing experts provide consulting, architecture design, network engineering, systems integration, data management, administrative user interface design and hands-on user training.

Web Development Services

Jagged Peak's Web Development Services provide best-in-class web stores that deliver an exceptional customer experience, consistently garnering higher conversion rates, average order value and repurchase frequency. With new media integration, including marketplace and social media, we're able to drive site traffic that's immediately engaged with the ideal balance of relevant content and rich media in conjunction with attractive pricing, promotions and e-merchandising.

eMarketing Services

To fully optimize your online business, Jagged Peak offers expert eMarketing Services. Our in-house eMarketing specialists understand how to use SEO, social media, online marketing and e-merchandising to manage your website to maximize traffic and conversion rates. This knowledge, combined with an in-depth understanding of the EDGE platform, enables us to help clients quickly generate top-line revenue and bottom-line profitability.

Fulfillment Services

Regardless of whether you're shipping a single item or a truckload of goods, the end game is the same: deliver the right product to the right place at the right time in the right condition … at a profit. Jagged Peak's EDGE-enabled fulfillment network has the necessary ingredients—including expansive geographic coverage—to expedite delivery and ensure customer satisfaction.

To maintain our industry-leading performance, Jagged Peak uses a highly automated and standardized order flow supported by the EDGE platform. Our fully integrated systems enable us to ensure inventory availability across multiple facilities, and deliver completely executable, frictionless orders to the optimal warehouse or other distribution point in real time.

Professional IT Services ensure on-time, on-budget project delivery
Jagged Peak guides clients through each and every step of the solution delivery process—from initial strategy and planning to business requirements definition to development and implementation to post-solution delivery support.

World-class websites increase traffic and revenue
- eCommerce best practices
- Exceptional customer experience
- Market-leading CMS

eMarketing Service professionals enhance your online business success
- Improve search engine rankings, traffic, conversions, sales, shopping engine performance and site usability.
- Leverage insightful, in-depth reporting, analytics and recommendations to optimize your site performance, online revenue and competitive advantage.
- Supplement your existing resources and initiatives, or outsource these functions with customized services, program management and consulting.

Fulfillment Services build consumer loyalty and your brand
Many of the world's leading manufacturers rely on Jagged Peak's fulfillment service excellence to reinforce their brands and their reputations.
- 99.8% order-accuracy rate surpasses industry standards
- 98% same-day shipping
- 96.8% next-day delivery via standard ground service (U.S.)

TotalCommerce™ is Jagged Peak's outsourced eCommerce solution that bundles the EDGE platform with our extensive services, giving you everything you need 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 our fulfillment network, and they can be deployed in your warehouse(s) as well. You also can leverage our OpenTools™ technology to integrate your internal ERP and financial systems with TotalCommerce.

The result is a fine-tuned operation where orders are created and delivered to the optimal warehouse for picking, packing and shipping in a frictionless environment, so you can consistently exceed your customers' expectations.

TotalCommerce outsourcing options range from an entire web-to-ship solution to whatever à la carte options solve your specific online business challenge. And, unlike other outsourced eCommerce models, with TotalCommerce you just pay for the services you need rather than committing to a revenue-sharing model that eats into your profits.

À la carte or end-to-end— it's just the right fit

TotalCommerce gives you everything you need to ensure your success:
- World-class websites
- Analytical tools
- Business-building eMarketing Services
- Best-in-class eCommerce platform
- Complete IT infrastructure
- Optimized supply chain
- Outsourced model

From the customer-facing storefront to the loading dock to all the IT touch points in between, Jagged Peak offers a uniquely holistic approach to eCommerce.

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Contact Jagged Peak today to speak to an experienced eCommerce professional.

Jagged Peak, Inc.
3000 Bayport Drive, Suite 250
Tampa, Fl. 33607 USA

Telephone: 813.637.6900

Toll-free: 800.430.1312

Email: sales@jaggedpeak.com

www.jaggedpeak.com