



Intech's Online Software

# E-COMMERCE

## Overview

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The Intech E-Commerce suite of applications gives Intech users the opportunity to offer new services to their clients by providing controlled access, via the Internet to corporate databases. Clients, staff and other parties can access selected up-to-date information, via conventional web browsers, on a 24 hour, 7 day a week basis from anywhere in the world.

The E-Commerce solution consists of a series of software modules that run on the user's Web Server. They provide the interface between the Web Site and the Intech application systems, on the back office file server. The modules include a specially developed Web I/O Engine, which controls the flow of information between the Web Server and the file server. E-Commerce modules are available for the following Intech applications

- ❖ Accounts Receivable (with archiving)
- ❖ Stock Recording
- ❖ Fabrics Textile
- ❖ Magic Apparel
- ❖ Despatch

## Features of the System

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**Basic Functions:** The E-Commerce facility will allow you to provide access to certain data in the systems listed above. This is available to authenticated users with a web browser. Authenticated users can be internal or external, and can have differing levels of security. For example, customers can look at their up-to-date account balances and transaction histories in Accounts Receivable, and print copies of invoices and statements. In the Inventory systems, customers can look at pricing information, including their own special pricing. Customers can also look at stock availability and depending on the particular inventory system and security levels, can also see back orders, reserves, on order, or free stock, by location.

**Order Entry:** Customers or sales staff can also place orders via their browsers, and inquire into the status of any orders previously placed. There is a confirmation and review process before Web orders are actioned. If the Intech Despatch system is running, customers can check on the despatch status of a consignment, and can even link into one of the "Track and Trace" systems provided by some of the major carriers.

## Requirements of the System

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To run the E-Commerce solution from Intech you need your own on-site Web Server running Microsoft IIS, with an appropriate connection to your file server, which should be running Intech 2000 32-bit software. You also need a fulltime Internet connection for your web server.

If you have an existing Web site for, say, marketing or sales purposes, your Web designer can construct a simple link to the Intech E-Commerce modules, usually from your home page. The modules and the Web I/O Engine occupy only a small portion of your Web Server. If you are introducing a new Web site to utilise the Intech E-Commerce solution you may consider using the rest of the space available, for hosting your own web site. In such a case you should then contact your Web designer.

## E-Commerce Processing

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**The Web I/O Engine:** No changes are required to existing Intech applications. The E-Commerce capabilities are achieved through a very sophisticated piece of software called the Web I/O Engine. The Web I/O Engine resides on your in-house Web Server and acts in effect as a translator. It communicates externally in the language of the Web, and internally in Intech's data processing terminology.

**Accessing Data in Real-Time:** When a customer visits your Web Page there will (typically) be an option to go straight through to the Intech E-Commerce module.

A menu of transaction types is then displayed. In an Inventory system this could show the following options:

- ❖ Stock Availability Inquiry
- ❖ Order Inquiry
- ❖ Price Inquiry
- ❖ Order Entry

Each of these may offer further selections. Once a transaction type is selected, it is passed via the Web I/O Engine to the back office application and the results are sent back in the same way to the user. Normal drill down inquiries and special search facilities are available. The process is very fast because it avoids the typical overheads of Web Page processing, and the database is being accessed in the same way as a local user on a workstation. Inquiries take place in real-time.

The facilities can be used by staff (eg. Sales representatives), or by customers. Different levels of security are provided to control what can, or cannot, be done.

## E-Commerce Performance

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The E-Commerce solution comprises the Web I/O Engine and the associated Intech application modules. The Web I/O Engine uses the latest technologies available such as server-side XML/XSLT to provide one of the fastest real-time E-Commerce data interfaces available today.

**Security:** In addition to the security provided by a Firewall, Intech provides multiple levels of security to ensure secure access to sensitive data. External users only ever obtain access to the Web Server, which is physically separated from the database file server.

The Web Server sends requests to the Web I/O Engine, which in turn interrogates the live databases. Responses are sent back via the Web I/O Engine. The process is consequently very secure and very fast.

**Statistics:** Fully featured logging options are available to produce reports and graphs on the activity that has taken place on your Web site. Usage statistics can show what functions were accessed, and Web server usage by date.

## Contact Details

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For further information relating to the Intech E-COMMERCE Application suite

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