



e-Business Suite of Solutions



One e-Business Solution for a Multichannel World

ModusLink's e-Business Suite of Solutions offers brand owners and retailers a comprehensive set of integrated solutions, from e-commerce Web store development and hosting, to a full suite of sales and marketing, customer support, financial management, fulfillment and post-sales services. With the right e-Business solution, companies can increase revenue potential and enter new markets, while improving customer intimacy, satisfaction and loyalty – without compromising existing channel relationships. As business needs and customer demands change, ModusLink has the scalability to expand or reconfigure our e-Business solutions to meet dynamic market shifts without extensive lead time.

As a proven leader managing the complex supply chains of the world's largest technology companies for 25 years, ModusLink offers a set of expertise unavailable from traditional e-Business vendors. Our footprint of more than 25 solution centers in 14 countries creates an unmatched global operating infrastructure and enables configuration and fulfillment of products sold online from the most strategic location, for rapid delivery with minimal cost.

CLIENT BENEFITS

- Increased online revenue
- Enhanced customer intimacy
- Improved multichannel visibility
- The ability to control and monetize access to content or services
- Customer brand loyalty
- Aftermarket profitability

KEY SOLUTION FEATURES

- Global multichannel fulfillment
- Product configuration and activation
- Proprietary financial-management system
- Transaction-based program models
- End-to-end supply chain administration
- Visibility, reporting and analysis

e-Business One-Stop Shop

REPORTING & ANALYSIS

WEB STORE

Online Sales, Returns, Recalls

CUSTOMER RELATIONSHIP MANAGEMENT SERVICES

Contact Center Sales and Support

FINANCIAL MANAGEMENT SERVICES

Global Payment/Financial Management

GLOBAL SUPPLY CHAIN MANAGEMENT

Configuration/Fulfillment>Returns/Disposition

ACCOUNT MANAGEMENT

E-BUSINESS SOLUTIONS

ModusLink offers a variety of online customer solutions that integrate Web transactions, customer care and financial management with physical fulfillment, digital delivery and returns processes. In addition to development and hosting of a multilingual website, we offer:

- Globally integrated operations
- Local payment methods
- Financial and account management services
- Online marketing services

ModusLink Commerce

ModusLink Commerce is a full-service e-commerce solution designed to meet the Web store needs of any e-tailer with two options. Manufacturers can select **Commerce Elite**, a branded, dynamic and full-function Web store customized to sell direct to consumer and/or to multiple channel partners. **Commerce Essential** is for companies looking for rapid deployment with minimal investment through a packaged, transaction-ready e-store solution. ModusLink Commerce is designed to maintain customer intimacy and foster the consumer relationship with the brand.

ModusLink Returns & Recall

ModusLink Returns and ModusLink Recall are integrated Web solutions designed to streamline the entire scope of the multichannel returns process, from typical Return Material Authorizations (RMAs) to the potential crisis of a product recall. These products will reduce the lead time, cost and customer dissatisfaction that plague traditional programs, while maintaining brand integrity. Self-service functionality makes it easy for customers to validate products, request replacement and print return labels.

ModusLink Promotions

ModusLink Promotions is an online customer loyalty solution designed to stimulate sales and increase the profitability and value of promotional programs. ModusLink offers an alternative to traditional mail-in only programs with its hybrid, high-value rebate program, combining mail-in practices with a paperless option executed online; either after the sale or instantly at the point of purchase. ModusLink Promotions expedites fulfillment and automates the complete redemption process in as little as four days.

SUPPORT SOLUTIONS

ModusLink Live

Our global, interactive contact-center solution provides the complete range of multichannel, multilingual customer support services, both on- and offline. In addition to 24X7X365 inbound support, ModusLink Live offers outbound marketing campaigns, including lead generation, collections and renewals. We help clients strengthen the customer relationship and drive greater value from e-Business initiatives by creating new revenue opportunities and delivering actionable intelligence.

Features

- Global operating experience
- Understanding of local markets
- Highly trained, native-speaking service agents

ModusLink Auction

Manufacturers seeking a more profitable disposition solution can liquidate repaired, refurbished and excess products by selling them via online auctions to prequalified buyers in secondary markets using ModusLink Auction. Real-time market intelligence enables us to accommodate a wide range of client products, parts and business needs through B2B dealer auctions. ModusLink can sell restored products under a client's own brand or through our white-label program.

Features

- Customized auction design
- Product cataloging
- Payment processing
- Logistics management

ENTITLEMENT MANAGEMENT

ModusLink's Entitlement Management Solutions allow you to safeguard and control access to digital and multimedia content, product features and services, and open additional revenue channels through renewals and upgrades. Our on-demand, business to consumer entitlement solutions are transaction based and pay-as-you-go, while our highly configurable enterprise entitlement solution accommodates client-specific business rules and system integration requirements.

Features

- Centralized, multichannel order management
- Media asset management
- Time- and contract-based automation of subscription renewals and expiration notifications
- Digital activation of hardware capabilities



website www.moduslink.com • blog www.valueunchained.com • contact info@moduslink.com