



NaviWeb is an official Microsoft Add-on based on Microsoft Business Solutions – Navision.

However, the open ERP structure of Navision makes the web solution also applicable to many other types of databases.

NaviWeb is in the first place a traditional but highly advanced e-commerce solution enabling visitors to your website to place orders very easily (read more in section ordering articles).

NaviWeb is more than a standard e-commerce solution: this tool can also provide the web-user any information at request i.e.

- Make your site fit to the customer: customize your site via plug-ins with advanced merchandising features such as languages, currency and general sales data
- The customer is able to consult any information according to his business needs
- Navision Service Management or **e-service**: customers can enter new service orders and keep track of their status.
- **Management of portal sites**: wholesale or purchasing organisations are able to offer their customers or members a professional website
- Automatic e-mail notification (new password, order processing, shipping notice, and so on)
- Other advantages are total cost of ownership, web content management & single stylesheet management

About IT Solutions

IT Solutions is a dynamic and growing company dedicated to the support and sale of business solutions by constantly investing in new technologies.

IT Solutions has a proven track record of achieving high levels of customer satisfaction and loyalty by providing services in the retail, distribution and wholesale business segments. We have nearly 20 professionals on staff dedicated to that objective. Our programming staff prides itself on their in-depth knowledge of SQL. As a separate business unit within EuroSys we are able to provide all elements of a solution including software, hardware and networking services. Off course, this effectively sets us apart from the competition. IT Solutions is recognized as a national leader in both the mid-market software area as well as having one of the most competent ISV services to other major software providers

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Naviweb

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E-Commerce and E-Service for small and medium-sized company.

E-Commerce

NaviWeb is in the first place a traditional but highly advanced e-commerce solution Web orders are automatically entered as sales orders in Navision. Naviweb is database driven from within Navision. For example, any price changes you make in your inventory system will be updated instantaneously on your Web site, and any orders submitted by customers via Naviweb will be transferred automatically to the accounts receivable system. There's no need for your staff to learn another order-entry process or to re-enter information. Furthermore, orders will include any discounts that the particular customer should receive.

Your customers need a web solution that provides them access to customer specific pricing, terms and availability. They need to receive pricing and terms that are consistent with your conventional sales process.

Example

Suppose that a customer is looking for a chair. One option is a direct search in your database including these words. Next, a customer can refine his search by adding additional criteria e.g. colour red. If necessary a customer can sort or filter all results providing a clear overview (per column). Finally, the results can be displayed in various document layouts online available or created by the customer.

Examples of lay outs are 'collapse view' or 'exploded view'.



Thanks to the advanced search algorithms, searching for articles can be done exceptionally fast.

The customer has the option of sorting on the basis of each column. Does he wish, for example, to examine the red chairs from inexpensive to expensive? A simple click on the column heading "price" accomplishes this. If he clicks again, NaviWeb sorts in the opposite direction. He can also examine the prices with or without VAT.

The result of a search command can also be examined in various layouts: the layout chosen determines the way found articles are displayed. Many layouts are already available from which you can make a selection. New layouts can of course also be created.

A few examples of layouts:



The collapsible layout:

A click on an article shows the details in the same window. hetzelfde venster.

The 'Exploded' view:

A click on an article shows all parts of the itemised list.



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Ordering Articles

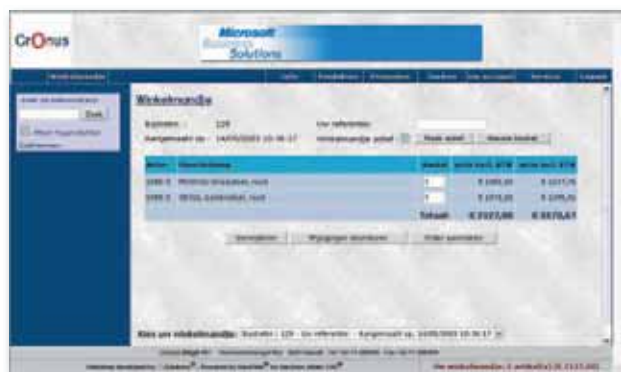
Article details

To see the details of an article a customer simply clicks on the article number. In case an article is linked with a picture and/or additional text, this information will be displayed in an existing or a new window (depending on the layout).

Shopping cart

The contents of the web order shopping cart can be adjusted at any time. Just a simple click on Submit Changes and all ordered totals are recalculated. In order to submit an order the customer must be logged into the system. If the customer is not yet logged on a message will be send.

As Naviweb is database driven from within Navision all web orders are automatically entered as sales orders in Navision. Read more about this issue in the next paragraph.



To order an article it is sufficient to click on the Order button. A small window shows your customer that he has this article in his shopping cart one time.

E-Commerce Backoffice

At the time the sales order is created, an e-mail is automatically sent to the customer with the statement that his order was registered. This e-mail also contains a link that takes him directly to the order on your website.

Any changes to your inventory made in the system are immediately reflected at your e-commerce Web site, and any data input by customers at the website is directly entered into your business management solution.



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E-Service

Administration

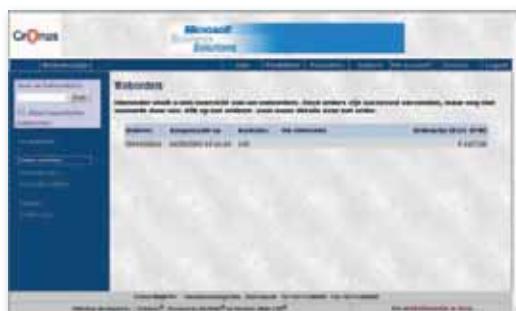
NaviWeb is more than a standard e-commerce solution. A web user is able to consult any information according to his business needs at request such as:

- **Contact information**

Web users can consult and/or adapt contact information e.g. contact person, telephone numbers and passwords

- **Order queue**

An order queue shows an overview of web orders that have not yet been processed - by clicking on the overview a customer can return to the shopping cart where he can still make some changes



- **Sales orders**

A list of sales orders provides the customer an overview of all sales orders i.e. via web or any other way - by clicking on the overview a new window displays the details of the sales order

- **Backordered articles**

Articles in back order have been ordered but not yet delivered - if specified expected delivery date are displayed.

- **Invoices and credit notes**

Invoice or credit notes sometimes get lost... - via NaviWeb a customer can easily find a copy and print it in normal lay out



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Service Management

NaviWeb is more than a standard e-commerce solution: Navision Service Management or e-service provides customers a platform to enter new service orders and keep track of their status.

- **Service orders**

A list of service orders provides the customer an overview of all service orders i.e. via web or any other way - by clicking on the overview a new window displays the details of the service order serviceorders afgedrukt worden.



- **Service queue**

An service queue shows an overview of service orders that have not yet been processed - by clicking on the overview a customer can see the details of a service order.

- **New service order**

By allowing customers to create their own service orders you can save a lot of time: several articles can be entered on each service order and during the entry a new window shows all articles that have been delivered to that customer previously

Service orders for articles that were not purchased from your company can be processed by a different problem codes and/or symptom code. These codes can be selected directly from a standard list. If necessary, a customer can add extra comments. You only need to check the service order.

- **Invoices and credit notes**

Invoice or credit notes sometimes get lost... - via NaviWeb a customer can easily find a copy and print it in normal lay out



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"IT Solutions emphasises co-operation with the other Microsoft Partners. Are you already a Navision user?

In that case IT Solutions works together with your current supplier to complete the implementation of NaviWeb."

Maintenance

Full integration also means a low cost-of-ownership: a Naviweb site is maintained via the Navision interface i.e. you can create new dynamic and non-dynamic web pages.

In case you need to change the layout and colour combinations of your site : you can do this yourself as well as adding new items to the menu.

Furthermore, no knowledge of HTML or of another complicated Internet language is required.



New Web Pages

Suppose that you want to display a new page on your site to introduce your company.

This is possible via the NaviWeb menu:



In the Info menu we have added an item 'Who are we?'. We set this as our default page and indicate that it must be visible both to logged-in users and to users who are not logged in. We decide to display a banner at the top, the submenu at the left and news items at the right.



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The actual html page that we want to display is entered in the document section.
Your website will immediately display the new page made in MS Word – for example.



Portal Site Management

As a wholesaler or purchase group Naviweb enables you to offer your customers or members a professional website. An end user then surfs to the website of your customer, but is actually on your site without knowing it. It often happens that smaller members or customers do not have the time or resources to develop and maintain a professional website. In a purchasing group, this Portal Site Management is an ideal tool for publishing uniform prices to the end user.

Individual dealers do not loose their own identity at all. Each dealer has his own information page, his own look, and sets, if you allow it, his own margins. You work with templates that you link to customers or customer groups. These templates determine both the content and the layout of the website. Finally, you create a new virtual folder on the web server and you access the central website from the site of the dealer. Finished!

The final result is that an end user places a web order on the website of his local dealer. Since he places his order on the central server, however, an email containing all necessary information is sent to the local dealer.

Single Stylesheet Management

The layout of the complete website is managed on the basis of one single stylesheet (xslt). A modification at one location, for example, of the style that determines the background, ensures that the background will be updated immediately on all web pages.

Do you want to add news items later?

Simply type them in via Navision.

Do you want to create new lists?

Create a query in Navision.

Do you have new sales for the week?

Set them up via Navision.

After half a day's training you will no longer be faced with mysteries in the management of your website!





i-Connect 2003 Kernel

The Web_IC2_XML kernel is an ActiveX DLL, developed in Visual Basic, consisting of classes each of which takes care of its part of a fully fledged E-Commerce application. The kernel communicates with the database via ADO and supplies a result in XML format. Ultimately, these data form the data source for the display on a web browser via ASP or XSLT stylesheets.

Technologies used: Visual Basic, HTML, Javascript, VBScript, CSS, ASP, XML, XSLT.

Advantages

- Technically simple to install on Hardware. The installation on a standard Navision database only takes from a half to a whole day.
- Extremely affordable solution: NaviWeb uses a direct access to the database, without making use of other expensive components such as Commerce Server, Site Server, or Message Queue Server.
- Easy to manage.
- Low Cost-of-Ownership.
- Extensive search possibilities.
- Exceptionally fast, thanks to being completely on an XML basis.
- Minimal loading of the server.
- Completely integrated solution: all information is entered only at one place.
- An innovation is the service management integration.
- Each item of information from your database can be easily transferred to the Internet, also information from custom work that was specially written for you.

Faxen to 011-29 00 09

YES

I want more information about NaviWEB!

I would like to make an appointment

Please send me more information

Surname and first name

Company

Address

Postal code and city

Telephone

Fax

E-mail

Requirements

Server:

- Windows 2000 with IIS Server 5.0 or higher
- MS SQL server 2000 or higher
- Minimum: Pentium Server (800mhz), 512Mb RAM and 1 GB Hard Disk space.
- MS XML version 3.0 or higher
- I-Connect 2003 engine:
Web_IC2_XML Kernel DLL

Client:

- Internet Explorer 5.5 or higher
- Available for Navision 2.60 and later.

Development

This engine was developed (and is sold) by IT Solutions.



Naviweb

