

## NETSUITE

# E-Commerce: Self-Assessment Checklist

Review the below list to see if your business faces any of the described challenges and could benefit from Netsuite.

### 1. INVENTORY AND ORDER MANAGEMENT

- A centralized approach to fulfill and manage orders isn't in place
- The business could be improved with real-time inventory reports
- Multiple sales channels aren't managed in one system
- Solutions don't allow customers to buy online and pick up in store or other custom order management options
- The current e-commerce setup doesn't feel adaptable enough

### 2. CUSTOMER ENGAGEMENT APPROACH

- The current solution isn't collecting enough data to allow the business to make engagement conclusions
- Customer interactions aren't consistent
- Customer interactions can't be personalized
- Customer service options aren't built into the current platform

### 3. UNIQUE E-COMMERCE SOLUTIONS

- Customer acquisition and retention improvements aren't easy to pin-point in the platform
- The source of the item, inventory, customer, and order data isn't organized in one place
- Customer-facing systems are difficult for users to navigate
- The online and in-store purchasing experience is inconsistent
- Sales associates aren't provided with enough tools and data to engage with shoppers or assist in the purchasing process online or in-store
- The website isn't consistently displayed and interactive across different devices and browsers