

ECOM & POS



EWC's ECOM & POS solution is a state-of-the-art platform that simplifies and seamlessly integrates e-commerce and point of sale (POS) processes. From product search to checkout, the solution offers comprehensive functions to make the entire customer process efficient. This allows you to increase efficiency, customer satisfaction and your sales - all with a single platform.

Application example

A customer is looking for a product in your online store but cannot find it immediately. With the help of the ECOM search function, the product is found and automatically added to the shopping cart. During checkout, a suitable additional item is suggested and added. The customer chooses Click & Collect to collect the product from a store. During collection, staff can access the order quickly and the customer is delighted with the smooth service.



Optimization of workflows: Automatic processes such as adding additional items.



Better customer experience: Fast and personalized service.



Error reduction: through intelligent automation and transparent processes.

Faster processes

Efficient processes reduce waiting times and increase customer satisfaction.

More revenue

Through automated additional sales and flexible options such as Click & Collect.

Simple integration

Minimal effort required to integrate the system into existing structures.

Customer-focused

Intelligent tools for product search, personalized offers and detailed order overview.



Functions overview

1

Intelligent product search: Find products with keywords, even without a product ID.

2

Customer creation & management: Quick registration and easy login.

3

Flexible checkout system: Supports vouchers, Click & Collect and complementary items.

4

Order history & invoice details: Clear display of past orders and invoices.

5

Extended POS functionality: Enables pick-up orders and residual payments at different locations.

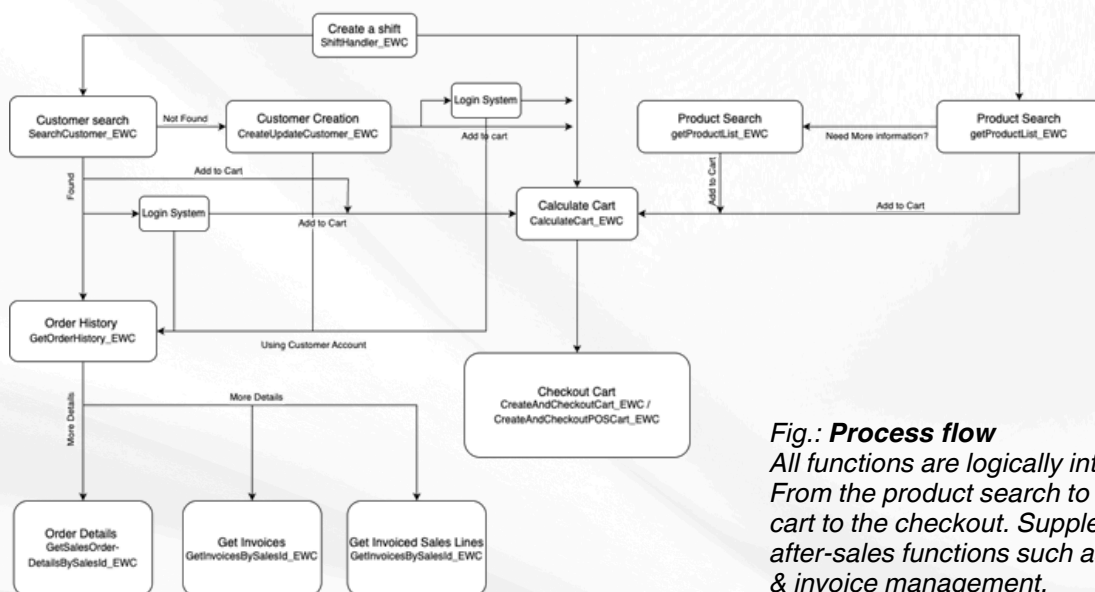


Fig.: Process flow

All functions are logically interconnected. From the product search to the shopping cart to the checkout. Supplemented by after-sales functions such as order history & invoice management.