

## 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