



eCommerce Fundamentals: Unleashing the power of Online to rock your Vision, Mission and Strategy

M.J. Richardson

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eCommerce Fundamentals is an systematic overview of online business essentials, including strategy formulation, online marketing and sales processes, fulfillment and post-sale processes, and technology and online analytics. It is a high-value, informative ecommerce resource specifically for small business owners and executives, startup entrepreneurs and home-based enterprises with online selling.

Unlike most other books on doing online that concentrate on online marketing and sales, eCommerce Fundamentals is broad in discussing not only marketing and sales, but how pre-sales, sale and post-sale processes support your particular brand of Vision, Mission and Strategy (VMS). The three site types (Online Billboards, Online Portals and Online Stores) are explained, and the advantages and disadvantages compared and contrasted. B2C and B2B online selling is the heart of eCommerce and the main focus of eCommerce Fundamentals, but we still take time to explore how to leverage the power of Online for brick-and-mortar retail, hybrid brick-and-mortar, and non-governmental organizations (NGO).

The book takes a synergistic approach that emphasizes business process engineering in a Lean/Six Sigma framework. eCommerce Fundamentals shows you how to thrive in business, not just survive. You are introduced to concepts in online commerce that not only level the field against competitors, but more importantly empower you and your organization to leave them in the dust.

There are a handful of key takeaways that alone are worth the read, and that hold the potential to radically transform the success and effectiveness of your business. They represent best practice thinking and innovative breakthroughs, such as in traffic generation strategies, leveraging niche content, conversion enhancement and personalizing user/customer experience (UX/CX).

In the conclusion, "the Human(H) –digital(d) Apex (Hd)tm" is introduced, a next generation in UX/CX that "ingrains humanity in the digital world". Organizational development and entrepreneurial management is touched on relative to building a thriving eCommerce business.

A lot of ground is covered in eCommerce Fundamentals and by design it is not a 200 or 300 page text book. Business process engineering is personal, and needs to be right-sized and right-fitted to your specific business situation.

Let's write the next 100 pages together as we collaborate on how you too can apply the power of Online and accomplish your entrepreneurial vision and mission, and realize your person dreams along the way!



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