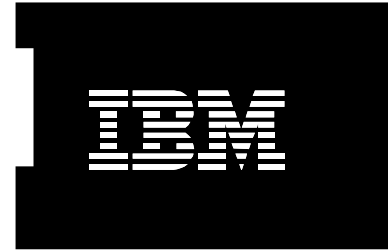




Commerce Software Services



Solution Definition for IBM Commerce Offering

Start your Commerce project on the right foot. Engage our expert team to perform the initial Solution Definition phase.

Bring years of experience delivering solutions employing either IBM WebSphere Commerce or IBM Sterling Order Management to help you define your implementation to realize your business objectives.

The IBM Solution Definition for IBM Commerce will work with your team to

- Finalize requirements
- Conduct Solution workshop
- Discuss viable approaches
- Identify and document gaps

Offering Deliverables

- *Solution Definition Document*

Offering Tasks

T1. Kickoff Meeting

- Review Statement of Work
- Establish communication and documentation procedures
- Review tasks, schedules, and resources for this service

T2. Solution Definition

- Finalize requirements
 - Identify key stakeholders, participants & SMEs
 - Obtain relevant documentation
 - Review business requirements
- Plan and schedule workshops
 - Lead the preparation of the workshops
 - Map business requirements to product capabilities
 - Identify scenarios and review "To-Be" process flows
 - Confirm the scenarios and areas to show in the workshops
 - Review points of integration
- Conduct workshops
 - Review and validate "To-Be" requirements
 - Identify gaps in business requirements
 - Identify configuration data, data conversion requirements and key interface data elements and sources
 - Determine integration architecture
 - Create interface functional requirements
 - Assist in refining the non-functional requirements for the solution
- Perform technical activities
 - Conduct interviews with IT subject matter experts
 - Assist in developing configuration requirements for hardware and software for various environments
- Identify and document gaps and findings
 - Prepare and deliver Solution Definition Document

Education

Assessment

An Education Assessment may be delivered as part of every IBM Commerce project to help you validate your team's skills. For more information on Commerce training plans, contact the IBM Education Team: ibmswedu@us.ibm.com

Service Delivery

Services may be delivered on-site or remotely depending upon the complexity of the engagement. Service offerings are billed on a time and expense basis.

Contact

For more information regarding this or any Commerce Software Service, please contact your Commerce Sales Representative or visit our website at <http://www.ibm.com/software/commerce/services/>

Additional Offerings

Contact your Commerce Sales Representative about our **Digital Analytics Assessment & Roadmap** offering which will leverage IBM experts to:

- Help achieve your eCommerce strategic goals by aligning the website data captured with your KPIs
- Develop a data architecture and reporting taxonomy to provide actionable digital analytics explicitly linked to your business requirements