



Features & Benefits Guide

Unlimited Support & Upgrades

First-class customer service shouldn't come at a price.

Unlike other Web design and hosting firms, we don't charge our clients additional fees for technical support. Instead, we give you unlimited access to our knowledgeable and courteous Customer Care representatives. These dedicated specialists work with you during every step of the site-building and promotion process. No matter what your question or concern, we're here to help!

Dedicated Specialists – Our Customer Care team is unlike any other ordinary tech support staff anywhere. When you contact Customer Care, you'll be connected with a team member who is specifically trained in the area of your concern. And we don't just stop at ecommerce assistance and email marketing support. Because we understand how vital a social media presence is to your business, our representatives will work *with* you to establish accounts on popular social networking sites like Facebook and Twitter. Our knowledgeable specialists are rigorously trained in all of the latest social media trends, and they're here to guide you through the social media marketing process, from set up to promotion.

Live Remote Access Support – This remarkable tool allows our Customer Care representatives to provide superior, interactive service by establishing a direct connection between your support specialist's computer and your own! You'll be able to watch them perform each step on your screen in real time!

Automatic Software Upgrades – Our team of software developers is constantly adding new features to our proprietary solution! As our valued client, you'll always have automatic access to our newest tools – at no additional cost!

Multi-Lingual Support – With thousands of customers spanning the globe, we understand the importance of clear communication in any language. In addition to our outstanding English-speaking support team, we're also proud to provide a team of experienced technical support specialists who speak Mandarin, Cantonese and Spanish!

No Contracts. Unlike other companies that tie you to a lengthy contract with steep cancellation penalties, we offer the freedom to cancel at any time without any fees. We're so confident that you'll be impressed with our solution and service that we'd rather earn your business on a monthly basis.

Email

Keep in touch with these powerful tools.

Contact Manager – Organize and manage contact information for all of your customers, suppliers, and business associates. Once you've established a customer database, you can create and launch targeted e-newsletters that announce new product releases, upcoming sales, or any other special events and promotions!

Email Accounts – Our solution's email account features come complete with everything you need to send professional emails, including:

- Rich HTML text formatting and editing tools and a plain-text composition option
- Built-in spelling checker
- Account customization options
- Address book, calendar and day planner
- Search tool for browsing email
- Spam Assassin filtering to minimize unsolicited email

POP3 & Webmail Access – Talk about useful! Access your email accounts directly through popular POP3 email clients like Outlook, Thunderbird and Eudora. And with Webmail, you'll have more extensive email capabilities and easier access to your messages! The sleek, user-friendly Webmail interface features many extra tools that you won't find with most standard email accounts.

eCommerce

Establish a lucrative revenue channel with your online presence.

You can create a distinctive product catalog, complete with a virtual shopping cart, merchant account access, advanced pricing features, payment options, order processing tools and customized shipping, handling and tax rules! Display thousands of products with a full range of options, including multi-image support, product categories and descriptions, pan and zoom image features, customer-generated wish lists and review capabilities, price rules and discounts and even side-by-side product comparisons!

Multiple Billing Options – Process credit cards online in real time, and have orders automatically sent to you by email. Regardless of which payment and billing options you enable on your Web site, you can be confident that all of your transactions are safe and secure on our SSL-encrypted network.

Downloadable and Virtual Products – Even if you don't sell physical products, our Web solution gives you the power to increase your business' profitability! You can use our revolutionary virtual product tools to sell downloadable products like MP3's or eBooks directly through your site!

Customization & Editing

It's *your* online storefront.

Our Web designers and marketing experts have spent countless hours researching the Web's most

successful sites in order to develop effective, professional Web site layouts and designs. Our user-friendly platform makes it easy for you to choose from myriad options whenever you want to change the look and feel of your site!

Unlimited Site Modifications – You control every aspect of your Internet presence. There’s no need to learn a complicated programming language or rely on an expensive Webmaster. Our software lets you modify all text, images, colors, backgrounds and components of your Web site as often as you like! Best of all, your changes appear online in real time. Your customers will never see an “under construction” banner!

Rich Text & WYSIWYG Editing Tools – With our Rich Text Editor, you can update, edit and add text to your site without losing your formatting. You can also easily change text size, color and font style! Our WYSIWYG Page Editor is a powerful interface tool that enables you to see what the published page will look like! It’s all based on a simple point-and-click system. Just click on any section of the page to access menus for inserting, deleting, or editing text, images, or any other site component!

Visibility & Metrics

Get noticed and measure your success.

It doesn’t matter how impressive your Web site is if customers can’t find it! Our site promotion capabilities help you gain exposure on the Web by guiding you through the optimization and search engine submission process.

Site Statistics – With our solution, it’s easy to evaluate the effectiveness of your Web marketing efforts. Find out which search engines generate the most traffic to your site, which keywords result in the most hits, how many hits your site has received, which pages your visitors viewed and much, much more!

Integrated Map and Driving Directions – Your customers can get directions to your physical location without the hassle of leaving your Web site!

Exclusive Partner Program – If you sell physical products (such as electronics or apparel), this program is designed to give you an edge over the competition. We’ll post a link to your new Web site on thousands of partner portals. These partner pages will drive traffic to your online storefront! Best of all, it’s completely free to enroll in the program. You only pay when you sell a product via a partner portal!

Domain Name Registration – Securing your domain name is one of the most important steps in setting up your Web site. With our domain name tool, the registration process is quick and easy. Check the availability of .com, .net and other domain names in one simple process...and if you have an existing domain name, we’ll help you point it to your new site!

Tech Specs & Security

Peace of Mind...at No Additional Cost.

Your Web site will be hosted at our ultra-secure server facility with tiered, high-performance Dell

PowerEdge servers powered by Intel Xeon processing technology. Our servers are located in facilities that are protected from fires, floods, earthquakes, power outages, and other disasters – natural or otherwise. A few of the measures we take at our secure facility include:

- Remotely-monitored video surveillance 24 hours a day, 7 days a week.
- Hand-scanning authorization sensors using biometric recognition for clearance.
- Server racks reinforced against seismic anomalies and scientifically exact bracing that adjoins our server racks and the caging environment to a below-floor channel.
- Clean power conditioned by an Uninterruptible Power Supply (UPS). The UPS assures immunity from energy spikes and surges. Backup generators guarantee an alternate power source, providing hours of additional uptime in the event of a system failure.
- Multiple HVAC units supplement principal cooling systems for consistent temperature control and maximum airflow.
- A preferred alternative to conventional fire suppression methods and intelligent early detection/backup suppression methods that prevent unnecessary equipment damage and incidental loss of uptime.
- On-premise security officers 24 hours a day, 7 days a week. Our alarms are also monitored 24/7 to ensure rapid incident resolution.
- Electronic motion sensors detect and react to movement around the perimeters of the data centers and within their interiors.

Dual-Layer Firewall Protection – Our network is protected by a dual-layer firewall security system using Cisco PIX Firewalls, thus making it virtually impossible for hackers or unauthorized users to compromise the integrity of your Web site.

Unlimited Site Traffic – Many providers set limits on the number of hits your site is able to receive. We don't penalize our clients for becoming successful. You can be confident that your site will handle increased traffic at no added cost.

10 Gigabytes of Storage Space – Each one of our sites boasts a massive 10 GB of disk space – enough to hold thousands of images and volumes of text. Since the average Web site only uses 20-30 MB of space, chances are you'll only occupy a fraction of the available space. As your business grows on the Web, rest assured that your site will be able to grow with you.

Consumer-Generated Content & Interaction

Engage your audience.

Blogs – Use our simple, straightforward tools to integrate content from your Blogger account into your own Web page! You can keep customers and site visitors in the loop about industry news, upcoming store events or any other updates that your audience will appreciate.

Appointment & Reservation Scheduling Forms – We didn't forget about the service industry! With our Web solution, businesses like restaurants and salons can enable customers to schedule reservations or appointments directly through their site! It doesn't get more easy or convenient!

Photo Gallery – No matter what industry you're in, a Web site that features rich images will appeal to visitors and enhance your business' credibility! Our photo gallery tools allow you to create a comprehensive image portfolio. Whether your gallery showcases completed projects or provides a virtual tour of your brick-and-mortar location, you'll love how effortlessly you can add, edit, and publish a collection of photos!

Embedded Videos – Consumers place tremendous value in online videos. From video testimonials to product tutorials, there are endless uses for this unique feature! That's why we developed our exclusive Video Widget, which enables you to upload and post videos to your site in minutes!

Social Networking Widgets – No matter how big or small your business is, a presence on social networking sites is crucial. Our Web solution facilitates the easy integration of your Facebook, Twitter, Plurk and Google Buzz accounts into your company's Web site. You can link to your social network pages or even embed a Twitter feed on your site! It's a fun and easy way to increase your business' marketability on the world's most popular social networks!

EBUSINESS SOLUTION FEATURE LIST

Proprietary Platform & Site Administration

- WYSIWYG Page Editor
- Drag and Drop Interface
- Unlimited Site Modifications
- Google Site Map
- 10 GB of Web Storage Space
- Domain Registration and Management Tools
- File Manager with Mass Upload
- Password Protect Files and Directories
- Code Widget

SEO & Performance Metrics

- Unlimited Traffic
- SEO Tools
- Site Promotion Tool
- Web Site Traffic Statistics

Social Media Marketing

- Social Networking Widgets for:
 - Facebook
 - Twitter
 - Plurk
 - Google Buzz
- Blog Integration through Blogger

Customer Relationship Management

- Import/Export Contacts
- Email Newsletter Campaign Tools
- Unlimited Number of 1 GB Mailboxes per Domain
- Access Email via:
 - POP3 Mail Client
 - Webmail Interface
 - Your Favorite Mobile Device

Rich Media

- Ultra-fast Streaming Videos
- Elegant Photo Galleries
- Google Maps with Door-to-Door Driving Directions
- Weather Widget
- Rich Text Editor
- Resource-based Appointment and Reservation Scheduling Forms

Product Catalog Management

- eCommerce Dashboard
- Import/Export Products
- Product Inventory Management
- Google Base Integration
- Invoice and Packing Slip Tool
- Product Tags
- Multiple Billing Options

Enhanced Customer Experience

- Pan and Zoom Product Images
- Wish Lists
- Compare Products
- Customer Reviews
- Easy Re-order Feature
- Configurable Products
- Virtual Products/Downloadable Products – MP3's, eBooks, PDF's
- Customer and Shopping Cart Discount Options

Extraordinary Support

- Dedicated, Professional and Friendly Technical Support Staff
- Chat Support with Screen Sharing and Remote Assistance
- Email Support
- Contextual Help Guide with Step-by-Step Directions
- Hover Help
- Professional Design Services