

# Datafile E-Business Portal

By The Portal People

# Introduction



Presentation Outline.



This presentation is designed to provide a high-level overview of the options available in the standard Datafile E-Business Portal and how the portal enables customer self-service and automation.



The Portal People Team have been working with Datafile and the web since 2001 and have been involved in many Datafile and web projects, perfectly placing them to have a deep understanding of all aspects of both environments.

# Presentation Outline

What is the Datafile E-Business Portal?



How can it help your business?



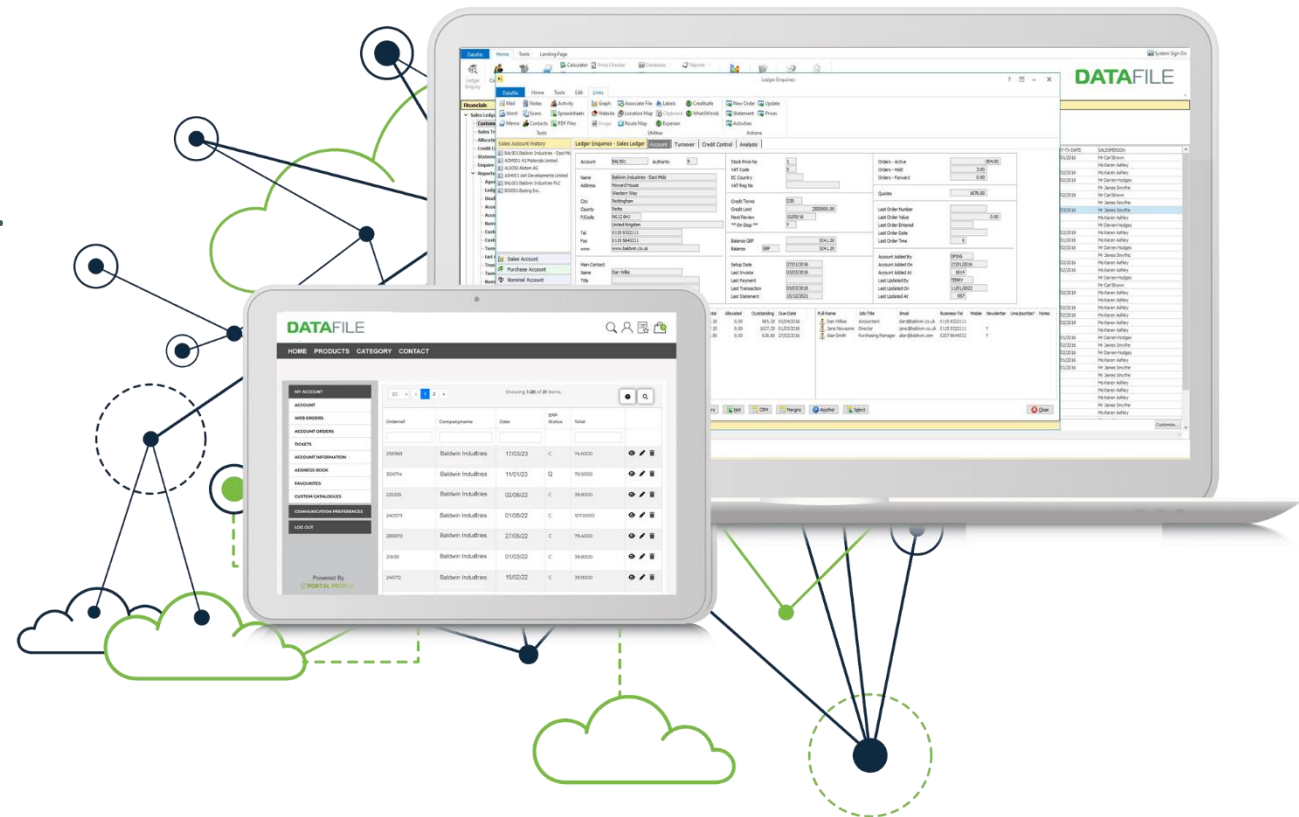
Live overview of the Datafile E-Business Portal



Next steps

# 1: What Is The Datafile E-Business Portal

- The Datafile E-Business Portal is an online platform that empowers your business customers to independently manage various aspects of their interactions with your company.
- It serves as a central hub where customers can:
  - Access information,
  - Purchase Products With Their Price Band / Matrix Pricing
  - Review orders
  - Access Documents
  - View / Pay invoices, and more, without needing direct assistance from your staff



# 1: Wrap-up



The Datafile E-Business Portal is a Customer Self-Service Portal



A strategic investment that benefits both your business and your customers.

## 2: How can an E-Business Portal help your business?

- **24/7 Accessibility:** Self-service portals are available round the clock, allowing your customers to interact with your business at their convenience. This accessibility accommodates different time zones and varying work schedules, making it easier for customers to engage with your products and services.
- **Customer Specific Pricing:** Achieved with the Datafile Price Bands and Price Matrix.
- **Efficient Order Management:** Customers can place and manage orders directly through the portal. They can check product availability, select quantities, and even customize orders when applicable. This streamlined process saves time for both parties and reduces order processing errors.
- **Real-Time Order Tracking:** Self-service portals offer real-time order tracking, giving customers visibility into the status of their orders. They can monitor shipments, delivery dates, and expected arrival times, improving transparency and reducing customer inquiries.
- **Access to Product Catalogues:** Customers can browse your product catalogues within the portal, accessing detailed product information, specifications, pricing, and availability. This comprehensive view helps them make informed purchasing decisions.
- **Invoice Management:** Self-service portals provide easy access to invoices and billing information. Customers can view, download, and print invoices, facilitating efficient accounting and record-keeping on their end.
- **Online Payments:** Implementing B2B payment technology solutions can dramatically reduce transaction friction, costs and risk
- **Self-Help Resources:** Many portals include self-help resources like FAQs, guides, and tutorials. These resources empower customers to find answers to common questions and troubleshoot issues independently, reducing the need for customer support calls.
- **Improved Customer Engagement:** By offering a self-service portal, you demonstrate your commitment to customer satisfaction and convenience. This can lead to increased customer loyalty and repeat business.
- **Cost Reduction:** Self-service portals can significantly reduce administrative overhead. With customers handling routine tasks themselves, your staff can focus on more complex and value-added activities.
- **Data Insights:** Portals provide valuable data on customer behaviour, preferences, and interactions. Analysing this data can help you refine your product offerings, marketing strategies, and customer engagement tactics.

## 2: Wrap-up



By seamlessly integrating your Datafile Business Software systems into the E-Business Portal, your business can provide personalized experiences, deliver dynamic content, and drive efficiency helping to reduce operational costs.



By offering your customers a seamless and user-friendly portal experience, you're not only meeting their expectations but also strategically positioning your business to benefit from the 24/7/365 online world.

# 3: Next Steps

To arrange a one-to-one call or meeting please contact

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