

International eCommerce Key Questions for Providers

Company

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| <ol style="list-style-type: none"> 1. How long have you been in this business? 2. How many clients have you sold? How many clients have you lost, and why? | <ol style="list-style-type: none"> 3. What size or types of clients fall into your “sweet spot”? 4. What countries do you support? Which ones do you have physical locations in? |
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Products/Services

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| <ol style="list-style-type: none"> 1. Is your solution offered as perpetual licensed software or on-demand multi-tenant solution? <ol style="list-style-type: none"> a. What are the client support requirements for each? b. What is the process to add features you currently don't have? c. What redundancy and disaster recovery do you have in place? 2. What skills does my organization (or hired third party) need to use your tools? What training do you provide? Can I make my own changes to the software? | <ol style="list-style-type: none"> 3. What technical support services are available? <ol style="list-style-type: none"> a. Are there human beings I can reach during reasonable hours (chat or phone) or do I have to wait over 24 hours for an email response or callback? Is your support team located in the US or abroad? b. What is your SLA for support issues? 4. Do you have a support knowledgebase, community forum, or applications that are shared by customers? |
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Features

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| <ol style="list-style-type: none"> 1. Do you provide International eCommerce solutions? <ol style="list-style-type: none"> a. Which countries do you support? b. Which languages? Currencies? c. Do you fulfill out of these countries? d. Do you own the inventory or just run the sites? 2. Do you provide translation services? <ol style="list-style-type: none"> a. Which countries do you support? b. Which languages? | <ol style="list-style-type: none"> 3. Do you provide customer service internationally? In the local language? 4. Does your solution provide visual reporting or a dashboard view of reports in progress? 5. Does your solution provide for monitoring site performance? <ol style="list-style-type: none"> a. What timeframes are possible? b. Can it run load tests and/or single page load tests? c. What reporting or escalation processes are available? |
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Pricing

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| <ol style="list-style-type: none"> 1. Please describe your pricing model. <ol style="list-style-type: none"> a. Do you charge for orders, pages loaded, by the number of words translated? b. Are there different levels? 2. How do you charge for annual support? What about maintenance and professional services (account management, strategy)? | <ol style="list-style-type: none"> 3. Are there any hidden fees? <ol style="list-style-type: none"> a. Initial implementation? Ongoing changes? New feature developments? b. How do you handle Overages and campaign bursts? Transaction costs? c. What are your revenue share percentages? What does that include? |
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