

VOLO

Adventures in ecommerce

Scale Up Your Ecommerce Business

A Guide to the Volo Commerce Platforms and Services



Introduction

Every business we talk to faces a unique set of challenges and has a unique set of requirements to overcome those challenges, in order to see its multichannel ecommerce business grow sustainably.

This document is often the first step in your process to find out the fit between your requirements and what we provide. We cover the Volo Commerce platforms and services at a high level, so if you need more detail we invite you to [get in touch](#).

The Volo platforms and services focus on scaling up your business with a highly comprehensive multichannel platform that maximises automation, a rich and insightful reporting & analytics platform, and dedicated professional expertise. This combination grows your sales and increases your efficiencies over the long term. Scale up your business with Volo.

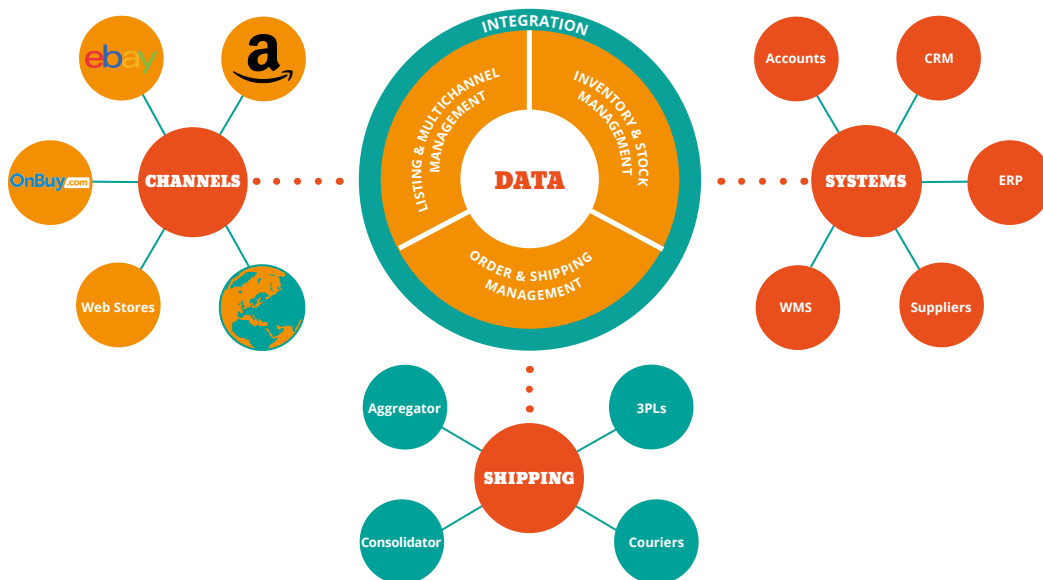


Platforms - integrate, automate, accumulate

With the Volo Origin and Vision platforms you scale up your business and control all of your trading environment with deeper functionality, more comprehensive integrations and the automation of structured data flows within and outside your business.

- **Analysis and Reporting.** With Volo Vision, our dedicated analysis and reporting platform, you can quickly get insight into your business performance for better decision-making. Volo Vision collects data across the various activities of the Volo Origin platform, providing you with flexible, in-depth dashboards and reports – in headline or deep-dive formats – across sales, inventory, customers and margins, for regions, SKUs, suppliers and so on.
- **Data.** At the core of your multichannel ecommerce business is data, flowing from your suppliers, your channels, from the transactions with your customers, the systems you integrate with and the third parties who deliver your products. The Volo platform integrates all the pieces and automates the information feeds so that your data is correctly and quickly formatted for the correct channels. Volo Origin has a rich and open API and very flexible FTP capability for all information feeds.
- **Inventory and stock.** Volo Origin can manage millions of SKUs in your inventory without any loss of service, and offers a wide range of attributes filters, including custom fields, so you can quickly zero in on what you need. We make it easy for you to create and manage product variations across marketplaces, and for you to create kits, while automatically synchronising stock levels for both the kits and the kit components.
- **Multichannel.** Diversifying the places where you do business – international marketplaces like Amazon and eBay, Google, websites, online marketing and many other channels – is critical for scaling your growth and spreading your risk. The Volo Origin platform removes the complexity from listing, selling and updating your stock across multiple channels and our account management team can advise the right channel mix.

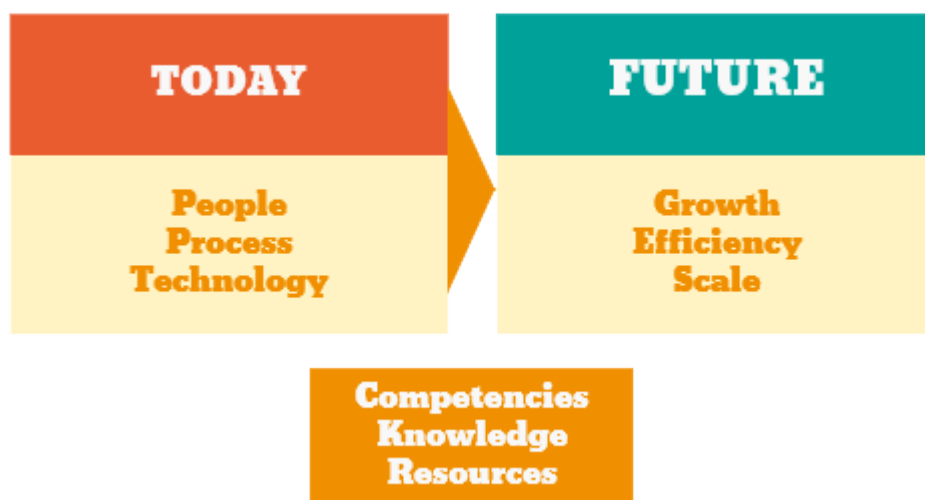
- Orders and shipping. Volo Origin has been proven to handle over 100 orders per minute without any degradation of service. Your sales orders across your channels appear in Volo in near real-time. Volo Origin offers an extremely comprehensive set of integrations to third party warehouse, fulfilment and domestic/international shipping specialists, for the maximum efficiency and the optimal customer experience.
- Robustness. Volo technology is highly secure, scalable and performant, supporting a customer base generating 9-figure annual GMV. Some of our customers have processed over £1 million GMV per day during peak periods. We perform hardware monitoring and server load balancing, and our data centre service provider is ISO 27001 and 9001 accredited with fully owned infrastructure end-to-end. We run an agile development approach with regular releases that are subject to a rigorous testing and release program.



Services - plan, launch, grow

The Volo Commerce services occupy a unique space, between platforms that simply leave you to get on with it on your own, and offerings that do everything for you. With Volo you learn with us, and we grow with you.

- Initially, we'll work closely with you to really understand your business: your history, strategy, products, processes, aspirations and challenges to growth. We'll use our expertise and market experience to design a Volo solution to match your requirements.
- A member of our onboarding team works alongside your business through initiation, user set-up, configuration, shipping, warehouse, customer service, inventory, testing and go live. They'll keep you updated every step of the way to ensure the best possible launch.
- Our Account Management and Support teams become your ongoing points of contact throughout your time with Volo. You get best practice knowledge, marketplace insight and support to help you scale up your business in line with your plans.
- We also provide a range of professional services to help you address specific challenges or opportunities. These are in the areas of training, strategy, health check, custom reporting and creative design of websites and shop fronts.



About You and Volo Commerce

You

Our account management, implementation and support teams take a customised approach to helping you scale the growth of your business. We typically work withetailers selling on more than one online channel and at least one major marketplace, with 12+ staff and doing £100K+ GMV per month, across all sectors, and particularly motor parts/accessories, fashion/apparel, tech/electrical, home & garden and non-pristine goods.

Volo Commerce

Volo Commerce is a UK company dedicated to UK-based online multichannel sellers who are active both in the UK and globally.

Volo Commerce is owned by FOG Software Group. FOG's corporate parent is the publicly traded Constellation Software, an international provider of market-leading software and services to a select number of industries, both in the public and private sectors.

The FOG mission is to acquire, manage and build market-leading software businesses that develop specialised, mission-critical software solutions to address the specific needs of its particular industries. This is a company with a very strong track record, and to date there are over 400 companies within the Constellation portfolio. This gives Volo Commerce access to the funding and resources required to serve the long term interests of our customers.



Your call to action

About Volo

We launched Volo Commerce in 2006 and we now serve online multichannel sellers across the full range of retail categories. Sellers can transform their sales with a service that simplifies complexity, removes borders and frees them to grow. They can also accelerate growth, streamline their processes and control their costs in the major ecommerce channels and marketplaces with the right technology, support and community they need to succeed.

Fix a time and day for your scoping call

Please [let us know](#) when we can speak with you to discuss your business and scope your specific requirements.





Volo Commerce

Volo provides an ecommerce platform, a reporting platform and services for online multichannel sellers.

6th Floor, Eagle Tower, Montpellier Drive
Cheltenham GL50 1TA

www.volocommerce.com

+44 1242 500033

enquiries@volocommerce.com

HEAD OFFICE & REGISTERED ADDRESS: 5th Floor, 10 Finsbury Square, London, EC2A 1AF

Volo Commerce is a registered trademark of Vela Software Limited, Registration No. 12125319, VAT No. 330790317