



## BUSINESS REVIEW

At Volo, the hard work to help you grow your ecommerce business successfully starts well before you decide to become a customer. We take a consulting approach to working with you and lean on the principle that the better we know your business, and the earlier we can identify where you need to focus to be successful, the better we can help you over the long term.

At the heart of our conversations with you are the 10 business levers of success. Over the course of working with hundreds of customers over the last decade, we've identified a range of focus areas and best practices which govern how much you increase both your sales and your operational efficiencies. Our review of your business culminates in a detailed action plan that evolves with you during your journey with us.





## 1. BUSINESS REVIEW

Our senior consultants will conduct a structured review with you following our proven business lever methodology. We'll challenge you in some areas to see if you're adopting best practices. This will help you identify where you're doing well and where you can improve. From here, we'll have a pretty detailed picture of your requirements and priorities for success.

## 2. TECHNICAL REVIEW

In parallel with your business review, our solution consultants also conduct a detailed technical audit of your systems and processes. Our technical people are involved in the process early, so that they can tick all the boxes with you during the discovery process and validate that we can deliver the right solution for your business, to avoid any unnecessary delays or barriers.

## 3. FLIGHT PLAN

Your 'flight plan' is your action list of recommendations that emerge during the course of our business review with you. This plan comes to life once we have project managed your transition to the Volo service and stays with you for as long as you work with us. Our Customer Success team reviews and updates the plan with you on a regular and structured basis.

## 4. FULL PROPOSAL

No business review is complete without a proposal on how we'll work together. Our proposal contains a summary of the agreed objectives, requirements and actions for your business, our technical review, a detailed statement of the work we're proposing to do for you, your investment schedule and your implementation project timeline so you know who on your team is needed when.

## ABOUT VOLO

At Volo, we want to help your business take off. That means stripping out the complexity that surrounds multichannel selling – and providing the world's most useful and easy-to-use ecommerce service. If you're looking to fulfill your business goals and personal aspirations, you need more than just a piece of software. You need a service, to give you the experience and support you need to take your business to new heights.

