



## THE VOLO SERVICE

The Volo vision is to create the world's most successful community of online multichannel sellers. Success rarely happens overnight. It's a journey of hard work, dedication and the right decisions, with several stops on the way. Our customers include merchants and brands of all shapes and sizes. What they have in common is the value they tell us they get from our people, the way we work, and the technology that frees them to build their business.

The Volo service is about continually finding new ways to grow your sales and increase your efficiencies. It's about the careful hand-holding to get you properly set up and trading. It's about the single most comprehensive multichannel platform delivering on your promises to your customers and suppliers. And it's about the ongoing professional advice and 'been there, done that' know-how that keeps you growing. If you're serious about ecommerce, then the Volo service is serious about you.

### ONBOARDING

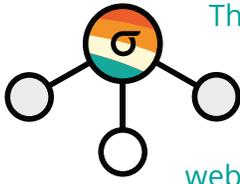
We recognise that you have a demanding business to run, so we work hard to help you make the transition until your new system and new ways of working are adopted and established. Even before you have signed an agreement with us, we help you figure out what your objectives are and what you need to do to reach them.



Before we implement the Volo software, you schedule a series of easily absorbed online training sessions – available live and interactive or pre-recorded – to get you and your team comfortable with how to use the relevant parts of the system. After that, our implementation team works with you on a phased approach to get you and your data set up on the platform. Once you're happily trading, we hand you over to our Customer Success and Support teams who are focused on building your short-to-long-term growth and profitability.



## PLATFORM



The Volo platform allows you to automate your end-to-end processes for transacting multichannel ecommerce business with your customers and suppliers. Volo is a cloud-based solution that integrates with channels, couriers and other third party providers through technologies like API, FTP and webXML. We can be your entire front end and back end solution or else connect with your own back end or ERP system.

Volo technology is highly secure, scalable and performant. We perform hardware monitoring and server load balancing and can scale to multi-million SKUs and very high order volumes. Our payment processing platforms are independently tested every quarter to ensure compliance with PCI DSS requirements. 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.

## CUSTOMER SUCCESS

Your Customer Success Manager is your trusted advisor for building your successful multichannel ecommerce business. Dedicated and incentivised to see you succeed over time, your Success Manager helps you build your annual 'flight plan', detailing, prioritising and executing on the identified growth and efficiency areas. This helps you grow your sales, improve your profitability and plan for the future.



As you continue to use more and more of the Volo platform, your Support teams manage the software release and maintenance programs, making sure you know what's happening when. They're also on hand to respond to any queries and work with you to address issues as quickly as possible. You can raise support tickets with them and consult the Volo community forums on a wide range of 'how to' and best practice topics.

## 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.

