

Abstract

Described system is a Business-To-Business system, which operates as intermediary between suppliers and customers.

Problem

Many suppliers plan to extend their business to the Internet to increase number of orders and simplify process of getting orders. They have two possibilities: creating their own web site with e-commerce module or register at specialized B2B systems that offers such services. Creating own site has next disadvantages instead of specialized B2B systems:

- Price: Creating own web site with e-commerce module and it's support costs more than registering at B2B system and paying fee
- Marketing: Creating new own site does not automatically mean appearing of new customers. This requires marketing efforts. Registering in B2B systems is a marketing effort itself, because there are already customers in the system that search for suppliers and products, and will get to know about new supplier ones it appear there.

To find the best suitable suppliers in the Internet, customers can search in search engines or use specialized B2B systems. Using search engines does not let to do this effectively. The one needs to spend much time to choose suppliers that are able to provide required service, which includes products and services, price, geographical area, etc. Using specialized B2B systems can significantly reduce efforts to find suppliers that are able to provide required services.

FIBA

FIBA is the system that acts as intermediary between customers and suppliers. This is B2B system, which purpose is to reduce efforts and increase productivity of customers and suppliers relationships. This is due to:

- Customers can easy and quickly register in the system for free and get access there.
- Suppliers are registered by the system owner, that checks correctness of provided information and supplier reliability.
- Customer can easy and precisely find a supplier by it's company information, products and services, prices, geographical region, etc
- Suppliers provide detailed information about products and services due to the system standards.
- Customers can retrieve a quote automatically, and suppliers don't make efforts for this.
- Customers place orders
- The same interface for working with different suppliers and customers.

Features

- Supplier registration
- Providing information about products and services by Supplier
- Customer registration
- Searching for suppliers by products/area/company info by customers
- Searching for customers by suppliers
- Requesting for a quote by customer
- Providing quote by supplier, either automatically or manual.
- Placing an order by customer
- Paying for work done by customer
- Charging customer for placing order by the system
- Charging supplier for providing a quote
- Possibility to tailor products and services availability by geographical area.

Workflow

The base workflow is next:

1. Suppliers register in the system and provide detailed information about their products and services.
2. Customer registers in the system.
3. Customer searches for suppliers that fit customer's requirements of products and services in the better manner
4. Customer requests a quote to one or more suppliers
5. If possible the system generates the quote automatically based on information provided by supplier or supplier explicitly provides a quote
6. Customer chooses a supplier and places an order, also places a deposit
7. Supplier provides products to customer
8. Customer pays for products and services
9. Supplier receives payment
10. The system charges customer for service.

Benefits

The system has next benefits for suppliers:

- Possibility to expand their business to the Internet
- Possibility to automatically provide a quote without additional efforts

The system has next benefits for customer:

- Eliminates efforts for finding suppliers in the internet
- Possibility to get a quote on standard products immediately
- Possibility to compare prices and services from different suppliers
- Quick and easier registration in the system for free and gain access to the system
- Suppliers are qualified and checked for providing real information by site owner.
- The same interface and approach for working with different suppliers.