

Multi-Vendor Ecommerce Website for Selling IT Services

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Abstract: With increasing popularity of e commerce, It must not use only for selling of products but as well as to complete customer requirements related to IT services that they need for their projects.. So it is important to build a web system which will be intermediate between customer who wants IT services and vendors who can provide IT Services to customer. In this paper our motto is to introduce all the IT companies to link together and to share their services. Customer will have choice to select company to complete their requirements. New idea, new technology will be introduced by every company. IT social network is there on the web. Main aspect is to collaborate the client and company together. Here the web system is perform the role of interface between the client and company as well as in between companies.

Keywords: Multi-Vendor, Cross Browser, Ecommerce, Websites , Payment Gateway

1. Introduction

In this project all the IT service companies register themselves with web system. Company have their past projects on their unique profile that will be generated by web system. Company profile contains all the services that they Provides, past experiences, about company, milestones, future goals and their costing for services. In this web system only verified companies can be able to make their profile, for each profile they have to pay for registration charges which are depends on package that they select. Customer can easily get information of company whose services are matched with their requirements, this search can be done on bases of requirements of user and location preferred by customer.

A. Multi-Vendor

A Multi-vendor ecommerce website assist to sell services directly to customers and can assist to earn profit by inviting different vendors to sell their services on website. It has been seen that people mostly search for a website where they can get different services under one roof. This increases the demand for a multi-vendor shopping cart system which helps a customer to access multiple company's profiles at a time.

The opportunity of analyzing the pricing related to different services of different vendors will helps a multi-vendor store to shine up in the ecommerce market easily.



Figure 1: Multi-vendor

B. Cross browser

In web computing, cross browser is term use when a website can run on any browser without any error. Such websites can be develop using any web technologies. Such website must be responsive. Responsive web design is becoming more important as the amount of mobile traffic now accounts for more than half of total internet traffic Responsive web design (RWD) is an approach to web design aimed at crafting sites to provide an optimal viewing and interaction experience, easy reading and navigation with a minimum of resizing, panning, and scrolling across a wide range of devices (from desktop computer monitors to mobile phones). A site designed with RWD adapts the layout to the viewing environment by using fluid, proportion-based grids, flexible images and CSS3 media queries.

Cross Browser Compatible Testing

Different Browser, same Look



Figure 2: Cross browser

C. E-Commerce Website

Electronic commerce or ecommerce is a term for any type of business, or commercial transaction that involves the transfer of information across the Internet. It covers a range of different types of businesses, from consumer based retail sites, through auction or music sites, to business exchanges trading goods and services between corporations. Ecommerce allows consumers to electronically exchange goods and services with no barriers of time or distance. Electronic commerce has expanded rapidly over the past five years and is predicted to continue at this rate, or even accelerate. Electronic transaction have been done in form of EDI (Electronic Data Exchange). EDI required dedicated

link between supplier and customer. (Figure. 1) Ecommerce platform enables businesses to meet their customer's demands for providing a seamless shopping experience across all channels, and provides the flexibility and adaptability needed to keep up with the pace of business, reduce operational costs, increase efficiencies and eliminate the hassles of managing hardware and software.

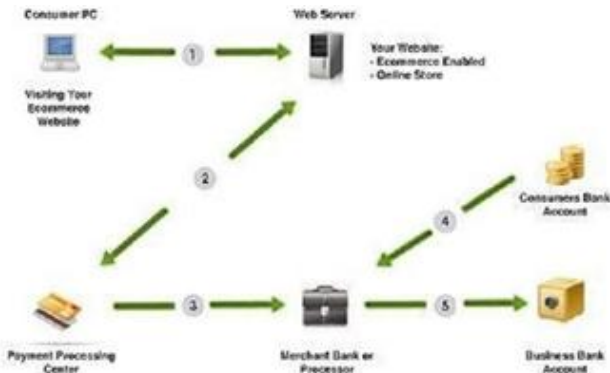


Figure 3: Ecommerce block diagram

D. Payment gateway

A payment gateway is an e-commerce application service provider that authorizes credit card payments for e-businesses, online retailers, bricks and clicks, or traditional brick and mortar. A payment gateway facilitates the transfer of information between a payment portal (such as a website, mobile phone or interactive voice response service) and the Front End Processor or acquiring bank. The payment gateway may allow transaction data to be sent directly from the customer's browser to the gateway, bypassing the merchant's systems. This reduces the merchant's Payment Card Industry Data Security Standard(PCI DSS) compliance obligations without redirecting the customer away from the website.

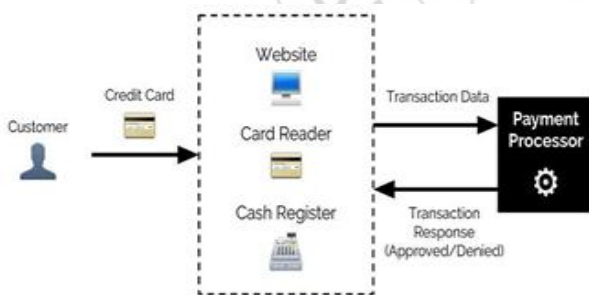


Figure 4: Payment gateway block diagram

2. Modules

The propose web system have three Modules. They are as follow:

A. Customer

Customer is one who wants to buy IT SERVICES. Customer can register themselves by providing their details and list of IT SERVICES for which they are searching companies. Website automatically fetch all the company's profile whose services and location matched with customer requirements. Customer can comment on reviews of clients of company. This comments will get automatically forwarded to company

profile.

B. Vendors (Companies)

Vendor (Companies) is one who wants to sell IT SERVICES. Vendor can register themselves by providing company details with all services provided by them. Company authentication can be done after verifying their bank details, registration documents, payment details also we will contact to past client of company and ask for work review personally. With the help of this we are able to verify company. After this authentication company can get registered with website by selecting packages and go through payment procedure. After all this processes the company marked with verify company.

C. Visitors

Visitors is one who wants to search for company who can complete their requirements .Visitors can only able to see the company's profile and their client's reviews. If visitor wants to comment on reviews of client they need to get registered with site, this is for confidentiality of company and their client's details.

3. Implementation

To implement this system we will use PHP5 as coding language. It introduces the Standard PHP Library (SPL), which provides a number of readymade classes and interfaces. In PHP 5 all Extensible Markup Language (XML) support is provided by the libxml2 XML toolkit. By using Java Script (JS) in PHP5 we can include Newsletter subscription, social media presence, news and events, search box etc. Some newsletters are created as money-making ventures and sold directly to subscribers. Sending newsletters to customers and prospects is a common marketing strategy, which can have benefits and drawbacks. Social Media presence will help in free advertising, once they start working for your website, it will soon be unstoppable. People will recognize website once shares, likes and tweets start to increase. Social media will help website to get more traffic and that will help website go up the ranks.

4. Proposed System

This is multivendor Ecommerce and social site. This site is fully dynamic which gives perfect tangible result to users. Main purpose to make this website is to connect all the IT companies together. As well it would be connecting all the small and top IT companies together so that they all can share their problems their issues. They can learn new technologies too.

After visiting web system, Web system will give three options to select.

- 1) I am customer
- 2) I am service provider
- 3) I am visitor

Case I: If I am a customer and I want to buy IT services

In this case I will select "I AM CUSTOMER". After clicking on customer button. This will redirect me to login. I will be login with this website. I will give my information. Then I

will get verification email from website. After authorization I will be able to contact IT companies. I will search for companies according to my requirements. Then website will be ask me to add area name. As per area all the companies can be show to me. I will choose any company.

After viewing company profile I will see following details:

- Company name
- Company logo
- Company gallery
- Company information
- Company past projects
- Company testimonials
- Company contact number
- Company contact us form
- Company news

Tag that indicates company is verified company. Star ranking for company from their clients

I will first see the testimonials. I will check clients comments about this company as well I will see the star rating for the company. Then I will check the past projects done by company. I will check the company information to being familiar with the company. If I like the company then I will call them or I will send them a query on contact us form or by commenting on reviews. I will meet company and can discuss my required services.

Working of Customer module is define in figure 5.



Figure 5: Flow Chart of Customer

Case II: In this case I am service provider

Company need to register with this website. In this case I will select “I am service provider” from three options. On sign up form I will put following company's details

- Company name
- Company website
- Company email id's (Max 10 Email ID'S)
- Company address
- Company registration date
- Company partners. (If partners are in itserviceindia.com then they can be add them in a partner list)

Then I will put this information and I will get the verification code on my company email id. (On any one email id).After clicking verification link I will be having account on this website. (This is not profile it’s just an account login).I will be able to see the all companies’ news as per the area and services they provides. I can view other companies and their work. I can view the blogs. I can be able to comment on blog. I will not able to contact any company. I will not be able to post anything. I can only view, like and comment the news. I can also see the other company’s profile.

In 24 Hours I will get a call from Website that they are going to visit to office for authentication. In authentication process they will check my

- Business Registration Details
- Bank Details
- Address Proof
- Client projects
- Clients Satisfaction by contacting clients
- After Verifying Company my company will get profile on website. My profile will contains.
 - Home
 - About Company
 - Projects
 - Clients
 - Brands
 - News
 - Milestones
 - Future Goals
 - Achievements
 - Contact Details
 - Testimonials

- Home - Profile Picture
- Company Basic Information
 - Company Top Projects
 - Company News in Media
 - Company top news

- About - Company Information
- Company vision
 - Company goals

Projects - Company Projects

Below every project there will be having comments, likes option for conversation about project, Visitors, customers.

They can ask company with commenting on the projects.

News - News about what company has posted till yet on Ground. Ground is a base where all the company posts their thoughts, their point of view, blogs, successful stories, projects related any questions, any successful events.

Contact Details - Contact information about company
 Testimonial - Client speaks about company, what client say about this company.

After all this information unique company Profile is generated by the system.

Working of Vendor module is define in figure. 6



Figure 6: Flow Chart of Vendor

Case III: I am Visitor.

Visitor is a person who can only view, like, comments to the posts.

First I will choose I am Visitor. Then will get sing up form and

will get conformation mail. After confirmation my profile will get created. I can comment on the posts, like posts, share posts. Visitors can become customer and vendor (Company) for this I have to choose option I want to become customer and I want to become vendor. After completing process of verification profile will get created according to selected option.

Next phase is Ground - This process is for news. Every company will post their blogs and news on ground. By selecting GO TO GROUND from their profile page. After selecting GO TO GROUND Option. Here Company can add multiple pictures also they can add locations, past date, they can tag to friends HASH KEYWORD. This post can be shown to those who have liked the company's profile.

Also user can search to company's news, posts by selecting location and will get all the stories from the same location. Working of Visitor is show in figure 7.



Figure 7: Flow chart of Visitors

5. Conclusion

In this paper, we addressed the topic of Multi-Vendor Ecommerce Website for selling IT Services to customer in India. This web system not only work as intermediate between vendor and customer but also work as social networking website for sharing of news .It acts as a blog where posting by company is possible. As an initial attempt, we motivate and solve the problems of ecommerce and social networking Functions all together. This web system will be pool of knowledge. This knowledge is about new technology in IT sector. This web system helps to find out best vendor for IT Services from multiple vendors. It also provides social IT networking awareness, IT related problem solving. It helps to select appropriate company for suitable projects of customer. This all the aspect have been covered with this web system. IT related issues like Development, networking, hardware issues, SEO, testing etc. can be resolve with help of this web system. It connects all the company

and customer together so that they can work together to accomplished their tasks at the highest point of success and make outstanding new technology trends in this IT Web Network.

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