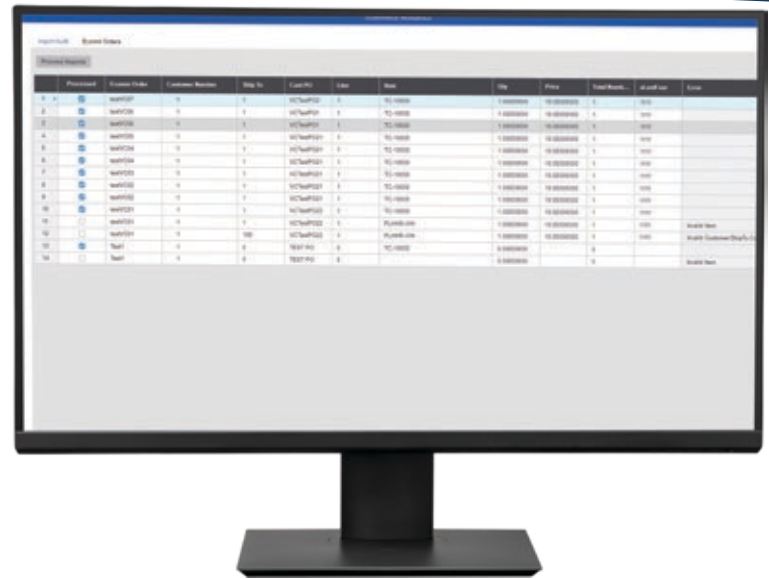## X: The Challenge

In today's dynamic business landscape, the methods through which businesses engage with each other are constantly evolving. To remain competitive, companies across all sectors and sizes must explore new avenues for sales channels. The modern consumer demands an always-on, user-friendly eCommerce experience, a trend that now extends to B2B ecosystems, including manufacturers. Integrating an eCommerce solution into your toolkit is imperative, yet many existing options lack seamless integration with ERP systems.

Solving for X = ChannelX powered by SolutionsX

Addressing this challenge is ChannelX powered by SolutionsX. The ChannelX product offers a **comprehensive B2B eCommerce integration solution out of the box to seamlessly integrate CSI / SyteLine ERP to the Channel Software B2B eCommerce solution.** ChannelX bridges the gap, ensuring your eCommerce platform aligns effortlessly with the constant updates in product details, pricing, and other data within your ERP system. Gone are the days of tedious manual data synchronization between CSI / SyteLine and your website or processing orders individually. ChannelX streamlines this process, enabling SyteLine and the **purpose-built B2B eCommerce platform from Channel Software** to work in harmony.

ChannelX Works for *YOU* on *YOUR* Terms

ChannelX is designed to provide you integration out of the box and is already developed and ready to use. This allows for rapid deployment and makes integration cost effective rather than building from scratch an integration. Whether you require support for customer contract pricing, automated creation of new shipping addresses, secure credit card processing, or the ability to accept purchase orders via your eCommerce site, ChannelX offers the flexibility to accommodate your unique requirements. You retain full control over your business processes without the need for extensive reconfiguration.

Key Features

- **Automatic Order Creation –** Seamlessly integrates eCommerce orders into SyteLine's standard Customer Orders business process.

- **Credit Card Integration –** Secure, tokenized credit card integration allows your customers to enter card details at checkout and automatically charge the cards as part of the standard CSI / SyteLine invoicing process.

- **Robust Error Handling –** Incorporates a dedicated workbench within CSI / SyteLine to address any errors that may arise during the inbound order processing from the eCommerce platform.

Technical Features

- **Zero Customization of Standard Forms** The solution requires no customization or extensions of any standard SyteLine forms (and works with any customizations you've already built).
- **Credit Card Interface** Works in conjunction with the built-in Credit Card Interface.

- **Multi-Tenant, Multi-Site Ready** Make the connection to just one site or configure each SyteLine site to link to a different eCommerce website.
- **Cloud, On-Premises, or Hybrid** Regardless of how your ERP system is deployed, ChannelX allows you to connect the dots.