Vendesk

Vendesk eCommerce Platform

The first e-commerce turnkey solution with multi-channels.

With our trustworthy turnkey e-commerce software platform Vendesk, we don't just turn your dreams into a reality; we create new alternative realities and online markets for you right after we specially design and customize them in a way that best fits your business model.

All the valuable features you ever dreamt of for your online business from A to Z can be readily made available with Vendesk, endlessly adjusted, and delivered to you in a fast and professional manner.

Looking into optimizing the overall online shopping experience of your customers? Our E-commerce Platform helps you facilitate the process for your shoppers by regularly offering them unique deals, discounts, bundles, and coupons, linking them to different social media outlets to simplify the way they browse and purchase products, and so much more – all of this can simultaneously happen as our platform stores 'intelligent' data for you regarding who your most loyal customers are, what the most popular products happen to be, and other shopping-related patterns that will certainly help you manage your online sales more precisely and systematically.

You don't need to look any further: With Vendesk, the future is the present.

Why Vendesk?

1- Web Portal

When it comes to building a professional website, business owners have many elements they can rely on to boost their sales. Some of the basics we can offer you include, (but are not limited to): Personalized appearance, multi-channel hub, marketing and sales booster, product management, shipping, payments, secure hosting and control, order fulfillment, third party integrations, and 24/7 support. After all, strengthening your online presence all begins with arming yourself with the right tools.

2- Mobile Apps

Just like our Web Portal, our Android and IOS mobile apps are also fast, secure, and fully equipped with multiple plugins. Because it's been predicted that by 2021, almost half of all online sales will be due to transactions people initiate on their mobile phones, a website these days is almost of no value if it isn't accompanied with a user-friendly and practical mobile app. And we know just how to make that happen to help to make your business stand out, and take off.

3- Robust Backend

With a highly experienced and professional team, you'll never have to worry about backend cloud storage/processes, push notifications, geolocation, user/login management, and integration to third party systems (if applicable) ever again. Our skilled developers will take care of all of these details, and more, to personally customize everything in the website and mobile app so that your business can run smoothly, and efficiently.

General Features

- E-commerce Website Design and Development
- Cross-browser and platform compatibility
- Resizable fonts and correct character encoding (ready for internationalization)
- Fast loading pages.
- Website back-end for easier control over the website content
- WYSIWYG editor when submitting/updating products, articles or pages.
- User permissions to control users access
- SEO considerations / markup, friendly website & SEO Meta Tags editor
- Security penetration testing to ensure website resistance against hacking.
- Ability for future integration with any social media tools, and create Facebook apps integration and campaigns.
- Responsive Website to adapt on multiple screen size (Desktop, Tablet, Mobile)
- "Vendesk" the advanced E-commerce platform developed by "Sync Digital Solutions"

Vendesk Platform Detailed Features:

Custom designed interface

- Fully customized design/look and feel for your Website to fit your brand guidelines, audience and business nature.
- Experienced Design team with more than 10 years of experience in UI/UX
- Tailor Made homepage structure and widgets that will be customized to your sales and marketing approach
- Easy Shopping & Checkout process to drive more online sales
- Mobile Responsive web portal that fits all types of screens (Mobile, Tablets & Desktops)

Modules List
Products
- Product Name
- Product Description
- Product Price
- Multiple Images per product

- Zoom on product images
- SKU / tags and brands for easier reference and search
- Product Sizes (Net Size/Gross Size) used for shipping companies
- Product Variants:
  - Colors (color pickers and textures)
  - Custom properties (i.e.: LCD, LED for TVs, Leather or cotton for clothing)
  - Unlimited variant options per product
  - All Product elements changes per variants: price, images description
- Stock availability depending on color / size combination
- Multiple units (KG, Box, Litters, bag, …etc.)
- Tabbed products specifications and descriptions
- Limit quantities and automatically add out of stock notice
- Relate and cross sell items
- Discounts per product
- Complete The Look features
- Ability to import/export products CSV
- Clearance Section
- Mapping of US/EUR sizes

Promotion Codes
- Promotional Codes/Coupons
- Manually generated coupons with fixed or random code number
- Active date and expiry
- Amount or percentage discount
- Set number of allowed usages per coupon or per user
- Limited usage to one coupon at time
- Option to allow multiple uses until depleted

Items Return
- Ability to return items within the rules set by the admin
- Notify Admin when return is submitted
- Invoke return by customer or through backend
- Add reason for return

- Approve returns by operator
- Confirm return and set it back to stock automatically on item return

Back to Stock Alert/Notify Me
- Admin has the Ability to notify users when items are back to stock
- Users who subscribed receive email notification when item is back to stock

Vouchers
- Retrieve vouchers from Wizard software
- Special dashboard so lookup vouchers and verify their availability

Browse and search
- Unlimited category levels
- Advanced filtering by any size color or property
- Sort by price, latest or recommended
- Search products by SKU, brand, keywords, colors or any property

Users
- Register/login with email or Facebook
- SMS Verification (*SMS Usage billed separately)
- Unlimited shipping/billing addresses per user with setting for default delivery address
- Edit account information
- View Orders List
- View Payment History

Checkout and payment
- Guest checkout
- Easy 2 steps checkout
- Select from previously used or default shipping/billing addresses or enter new address
- Taxes and VAT calculation
- Multiple Payment methods (Cash on delivery, Credit cards (MPGS))
- Option to pick up from store

- Enable free delivery on minimum total price
- Multi-Currency System

Shipping and order tracking
- Update users of order status by Email Notifications
- Pin location on map for local delivery
- Full integration with ARAMEX delivery solution
- Option to pick up from store
- Enable free delivery on minimum total price

Corporate and information pages
- Company Profile
- Contact info and locations on map
- Returns & Exchange
- Delivery Information
- Privacy Policy
- Terms of use
- Customer support

Reviews & Voting
- Ability to add reviews & voting to purchased items
- Reviews are managed by the administrators

Customer Support
- Live chat integration between customers/operators (Tawk.to Integration)

Social widgets and links
- Links to social networks
- Share products on Twitter, Facebook, WhatsApp or by Email

Marketing / Analytics and reports
- Advanced dashboard reports
- Google analytics integration
- Visitors and pages
- Returning customers

- Revenue by time of day
- Products performance
- Purchases, views, add to cart
- Transaction conversion rates
- Top customers
- Top products
- Custom reports generation for orders and customers
- Exportable reports with filters

Search Engine Optimization (SEO)
- Fully optimize for SEO display and ranking
- Google schema integration to show product as card in google search results including price, rating and image
- Optimized and fully editable URLs and METAs for store and per product or category
- Optimized error pages
- https secure URLs
- Dynamic images alt tagging

Content Management System
- Easily manage products, customers, orders, Gift cards, coupons, promotional banners and more
- Easy Customer search by mobile, order number or email
- Detailed customer data and metrics
- Orders Notifications on desktop
- Manage your store on the run with a mobile compatible dashboard
- View Detailed reporting
- Configurable admin roles and permissions

Localization
- Multiple language
- Multiple currencies

Security and performance

- https SSL-TLS secure data transfer (*domain certificate for your domain billed separately)
- Cloudflare firewall for attacks protection and file caching
- All passwords and sensitive data are saved as encrypted hash on database levels
- All credit card info is saved only on payment gateway provider PCI-compliant environment

Responsive Design

Responsive design is an approach to web page creation that makes use of flexible layouts, flexible images and cascading style sheet media queries. The goal of responsive design is to build web pages that detect the visitor's screen size and orientation and change the layout accordingly.

The website would be accessible in compliance with W3C standards requirements and will be compatible for different types of users, on different devices:

- Use x and y coordinates on a grid for layout
- Mathematical percentages for images instead of fixed-width parameters
- Using percentages instead of fixed-width parameters
- Build a grid layout creates a more fluid layout that will resize itself to fit the size of the display

Platform Technologies Used:

PHP 7.3

Symfony (3.4) Framework

Doctrine Language

REST API

MySQL Server

Nginx Server

Memcached

Varnish Server