A

Index

A&R (Artist and Repertoire) 74 accessibility 9 accountability 367, 369 accountants 4 accurate merchandising 110 acquisition and procurement 158 active investors 54 activity 245 actors 245 adopting EDI 132 adult airgunning 172 advanced data mining 110 advanced shipping notice (ASN) 129, 130, 134 advertisement 24 advertising campaign 27 air travel industry 353 America Online 198 American Association for Retired People (AARP) 228 angel investors 105 **AOL 198** applications 238 Argentina 191

auction 324 audit 158 Australian Business Number (ABN) 4 Australian Taxation Office (ATO) 2 automated teller machines (ATMs) 308

B

B2B e-commerce (see business-tobusiness e-commerce) baby boomers approaching retirement 67 back-office computer systems 191 backup systems 52 balance and analysis 273 banking services 303 bargaining power 110 behavioral intention (BI) 300 benefit packages 266 Brazil 191 brick-and-click strategy 380 bricks and clicks 38, 227, 380 bricks model 260 bricks-and-clicks model 375 brochureware 234 business model 73, 220 business strategy 226 business-to-business (B2B) 74, 381

business-to-business (B2B) transactions conventional advertising 27 copyright 83 business-to-business e-commerce 107, copyrighted music 216 130, 142, 190 cost 52, 369 business-to-business markets 352 credit card 19, 266, 309 business-to-consumer (B2C) 270, 381 credit card fraud 191 business-to-employee (B2E) 270 credit card penetration 194 business-to-government (B2G) transaccross-border issues 188 tions 275 cross-border negotiations 192 cross-selling 270 \mathbf{C} cultural differences 192 currency 188 C++53customer interaction 174 cash rebate 266 customer loyalty 52 cell phones 194 customer relations 262 change management 158, 165 customer relationships 262 changeover 117 customer service 54 Chile 193 customer-managed orders 161 circular 246 customers 172, 237 clicks and mortar 38, 73 customers' orders fulfillment 115 clicks model 260 cyberspace 21 clickstream 240 cyberspace marketing 21 closed-loop marketing 236 cycle-time reduction 163 collaborative planning, forecasting, and replenish 110 D collateral fulfillment technology 367 DataNaut 98 college market 228 Colombia 191 David Pottruck 38 commission rates 54 day traders 54 commodity business 161 declining sales 220 common gateway interface (CGI) 53 dematerialization 83 common student identifier 226 development initiative 248 competence-enhancing discontinuities 223 digital distribution 261 competition 48, 266 digital economy 260 competitive advantage 35, 261, 341 digital radio/TV station 79 competitors 35 digital signal processing (DSP) 159 component-based computing 53 direct access terminals 346 computer ownership 191 direct e-mail advertisement 23 direct mail advertisement 24 configuration 157 consulting services 97 direct marketing 24 consumer comfort with electronic comdiscount 266 discount brokerage firms 50 merce 66 consumers 22, 212 disintermediation 83, 213 content 367 distribution 266 content items 245 distribution networks 191 distribution of IPOs 67 content management model 245 content management service 98 distributors 212

do-it-yourself (DIY) 32 dot-com 31, 74, 235, 239, 380, 385 dot-com bubble 32 dot-com crisis 31 E E*Trade (see also online trading and electronic trade opportunities) 48 e-banking 266 e-business 227, 321 e-business activities 327 e-business limitations 277 e-business model 260, 261 e-commerce 4, 18, 21, 107, 119, 155, 188, 268, 282, 341, 383 e-commerce legislation 194	electronic market 262 electronic marketing (see e-marketing) electronic marketplace (see e-marketplace) electronic money 261 electronic retail banking 313 electronic service 261 electronic trade opportunities (ETOs) (see also online trading) 289 electronic trading place 331 EMI Group 82 employee information transfer 273 employer-sponsored scheme 263 enterprise resource planning (ERP) 155 entrepreneur 97 environment 367 EPOS (electronic point of sales) 124
_	ERP (see enterprise resource planning)
e-commerce organizational structure 145 e-commerce project 115	error reduction 275
e-commerce strategies 142	evaluation data 8
e-environment 261	T.
e-government 1	F
e-mail 21	face-to-face transactions 194, 262
e-mail account 25	fast response 275
e-marketing 226	fiber optic computer networks 28
e-marketing software 237	file transfer protocol (FTP) 361
e-marketing tools 235	financial status 172
e-marketplace 109, 262	financing 94
e-retailers 144	flat fee 49
e-selling 332	flexibility 270
e-service benefits 268	forecasting 110
e-service model 261, 268	free trade 69
e-service projects 261	frequent shopper program 24
e-tailers 189	fulfillment 115, 234
E-Tax 1	fulfillment center 107
early applications 238	fulfillment model 107
economies of scale 213	fulfillment process 107
economy 228	full-service brokers 49
EDI (see electronic data interchange)	funding 85
Egypt 297	C
El Sitio 198	G
electronic bill payment 54 electronic business (see e-business) electronic commerce (see e-commerce) electronic data interchange (EDI) 109, 149, 161 electronic delivery channels 296	GameAxis.com 39 geographical expansion 125 global business processes 159 global distribution systems (GDS) 345 global e-commerce setting 155 global purchasing 110

government legislation 220 graphic design 97 grocery business 107 Grokster 216

H

handling go-live 164
Hardwarezone 32
Hardwarezone.com 31
high-level architecture 160
Himalayan Adventures (HA) 376
Hong Kong 260
human intervention 53
human resource management (HRM) 325

I

image library 80 impact of ICTs 82 implementation and installation 158 improved logistics capability 110 in-store model 116 in-store picking 115, 118 industry scheme 263 industry shift 59 inertia of printers 372 InfoNow 80 information infrastructure 18 information technology 24, 48 infrastructure 191 initial public offerings (IPOs) 67 insufficient capacity 68 integration 158 interactive voice 267 international expansion 67 Internet 161 Internet access 189 Internet banking 310 Internet broadcasting 98 Internet communication 24 Internet hosts 194 Internet industry 20 Internet marketing 23 Internet revolution 94 Internet service provider (ISP) 26, 52 Internet technologies 346 Internet usage 191

inventory reduction 165 investor community 59 investors 52 iPod 220 IPOs 54 IT media 31 IT shopping 39 iTunes 220

J

junk-mail 24 justification 157

K

key metrics 162 know thy customer 67 knowledge and information 269 knowledge management 261 knowledge point 286

\mathbf{L}

language 188, 367 Latin America 188 legal issues 193 load balancing 53 local area network (LAN) 361 local language 192 localization 188 Lycos 197

M

mail-order shopping 191
management of directives 246
management structure 81
management support 165
Mandatory Provident Fund 268
manufacturers 212
market commentary 59
market point 286
market potential 276
market segment 237
marketers 212
marketing 85
marketing campaigns 237
marketing challenge 372

396 Index

marketing data 73 online transactions 191 mass customization 161 operational planning 158 mass mailer 27 organizational chart 51 mass media 67 out-of-the-box system 118 materials requirements schedule (MRS) 129 outsourcing 156, 234 media attention 67 outsourcing service 266 meta-analysis 156 metrics 156 microinvestment 105 Pakistan Tourism Development Corporation Microsoft 198 Microsoft BackOffice 105 palm-based system 118 modem-based bulk mailing 27 paper-based transactions 260 money-transfer 28 partnerships 79 MP3 82, 214 payment systems 296 MP3.com 215 payroll information transfer 273 multimedia streaming 94, 105 peer-to-peer (P2P) 204 multimedia streaming applications 94 peer-to-peer networks 203 multiple currency payments 191 perceived ease of use (PEOU) 298 music industry 205 perceived usefulness (PU) 298 music industry value chain 210 performance assessment 135 music screening 213 personal income tax 2 mVine 73 personal information 24 personalization 270 N phone banking 309 phone charges 191 Napster 215 national IT infrastructure 21 piracy 223 point of sale 346 new economy 227, 261 newsletter 174 point-of-sale data 24 Northern Areas of Pakistan (NAP) 376 poor customer service 53, 69 poor trade executions 68 portals 51, 189, 214 Porter's model 386 obsolescence 367 post-implementation status 164 off-line IT publications 41 preventing piracy 219 off-the-shelf 33 price 26 on-time delivery 164 print cost 367 one-stop shopping 266 print-on-demand 358 online browsing 23 printing process 365 online catalogs 181 privacy concerns 24 online channel 119 process change 162 online information provider 22 process planning 162 online investors 54 product 26 online payment 28 product advertisements 177 online propositions 124 product purchases 23 online services 49 product reviews 33 online trading (see also E*Trade and productivity dip 164 electronic trade opportunities) 49, 59

project management 156, 277	secure socket layers (SSLs) 272
promotion 26	securities brokerage industry 49
public relations (PR) 86, 220	securities industry 49
public resources 3	security 53
publishers 212	self-directed research 54
Puerto Rico 196	Semi-Automated Business Research
pure dot-com strategy 380	Environment (SABRE) 343
PUSH technology 23	setup procedures 69
1 OSII technology 23	setup costs 372
Q	=
· ·	shelf space 213
quality 369	shipping costs 191
quality of goods 110	shopping 24
Quepasa.com 197	short-term investors 54
questionable practices 69	Singapore 32
questionable security 69	single-instance ERP system 162
1	single-instance, global system 165
R	single-instance implementation 160
	small- and medium-sized enterprises
re-intermediation 269	(SMEs) 284
real-time data 110	smart alerts 59
real-time stock quotes 59	smoke and mirror 118
recent applications 238	sociology 128
redesign of actor roles and activities 250	software development 94, 97
redesign of content items 252	Sony BMG Music Entertainment 82
redesign of systems 251	South Korea 19
reduction of administration cost 275	South Korean Internet statistics 19
reengineering 157	Spain 196
registration 68	speed of processing 12
replenishment 110	sponsorships 79
research reports 54	StarMedia 189
resources 245	Starmedia.com 195
retail banking 296, 303	startup (see also virtual startup) 164
retail traders 54	
retailers 212	state-of-the-art technology 205
revenue streams 52, 73	sticky Web site 105
RIAA litigation 218	stock keeping units (SKUs) 170
roaring bull market 66	storage 367
roles 245	straddlers 54
rule-based cross-selling 271	strategic alliances 266
Tule-based cross-sering 2/1	strategic information systems 157
S	strategic initiative 48
~	strategic justification 157
sales tax statements 4	strategic planning 156
search engine optimization (SEO) 86	strategic systems 156
Sears 189	streaming technologies 81
Secure Digital Music Initiative (SDMI) 223	student advantage 226
secure electronic transfer protocol (SET)	supplier strategy 131
272	supplier-managed inventory 161

398 Index

supply chain 155 sustaining technologies 223 switching fee 266 system configuration 158 system evaluation 158 system integration 158, 277 system justification 162 system outage 52 systems 245 systems design 162

T

T1MSN 198 talent spotting 74 target market 172 tariff barriers 191 tax agents 4 tax return preparation 6 taxpayer 11 technological discontinuities 205 technology acceptance (TA) 298 technology acceptance model (TAM) 298 technology innovation life cycle 205 telecommunications 194 tell-a-friend program 69 Telmex 195 Terra Networks 197 Terra.com 197 testbed period 283 time to market 367 trade point program 285 trade-related sites 286 transaction processing 53 travel agent 347 travel industry 341 trust arrangement 263

U

unifrom resource locator (URL) 100 Universal Music Group 82

turnkey solution 105

university services 233 unlimited use 19 user satisfaction 8 user-friendly 248 users 245

\mathbf{V}

vague and broad investment agreement 68 value added networks (VANs) 149 value chain 74, 262, 324 virtual organization 73 virtual startup (see also startup) 73 virtual store 119

W

Wal-Mart 109 Warner Music Group 82 Web 155 Web design 383 Web portals 192 Web-based exchange 109 Web-based transaction glitches 52 Web-based workflow system 271 Web-enabling information technology 375 Weblication 96 Web site implementation issue 383 wireless application protocol (WAP) 193 wireless area network (WAN) 118 worker-computer industry 20 World Trade Organization (WTO) 286 World Wide Web 28

X

XML 359



Yahoo! 199 Yupi.com 197