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## **Chapter XI**

# **An E-Channel Development Framework for Hybrid E-Retailers**

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### **ABSTRACT**

*Due to the profound impact of e-commerce on organizations, e-channel development emerged as one of the most important challenges that managers face. Unfortunately, studies indicate that managers in most large companies are still unclear about an e-commerce strategy, and tend to lack adequate e-commerce development expertise. Poorly planned and developed e-commerce channels add little value to organizations. Furthermore, these poorly developed e-channels may even have negative impact on their organizations by confusing and disappointing customers who value a seamless cross-channel experience. To develop an e-channel that delivers higher utility to customers and generates sustainable long-term profits, managers need to analyze how an e-commerce channel affects the performance of existing channels and develop a company-wide e-channel development program.*

*Based on a number of e-commerce case studies, we developed an e-channel development framework that consists of five step-by-step phases: (1) strategic analysis; (2) e-channel planning; (3) e-channel system design; (4) e-channel system development; and (5) performance evaluation and refinement. This framework helps managers evaluate the impact of e-commerce channels on organizational performance and determine the most appropriate channel design and integration mechanisms for the achievement of business strategies. This paper also discusses impact of e-channel structures on organizational performance.*

## INTRODUCTION

One of the most profound developments of the past decade was the emergence of e-commerce that revolutionized the process of buying, selling, and exchanging products and services on the Internet. According to Forrester research ([www.forrester.com](http://www.forrester.com)), worldwide e-commerce — both business-to-business (B2B) and business-to-consumer (B2C) — will reach \$6.8 trillion in 2004, capturing 8.6% of the world's sales of goods and services. While the B2B market has a greater portion of e-commerce business transactions, the growing population of Internet users has provided a large B2C consumer base for e-retailers. Forrester research also predicts that on-line retail sales will reach \$269 billion in 2005.

To capture this ever-increasing B2C population, retailers have experimented with a variety of B2C models. Some of the widely used e-commerce models include auction models (e.g., [eBay.com](http://eBay.com)); reverse auction models (e.g., [Priceline.com](http://Priceline.com)); portal models (e.g., [Yahoo.com](http://Yahoo.com)); stand-alone e-retailer models (e.g., [Amazon.com](http://Amazon.com)); and hybrid e-retailer models (e.g., [Walmart.com](http://Walmart.com)). While an e-commerce customer base has been growing rapidly, many of the e-commerce models have failed to generate sustainable long-term profits. In times of economic downturn, many stand-alone e-retailers of commodity products suffered the hardest hits due to rising customer acquisition cost, low product differentiation and the lack of financial support of investors. Some e-retailers, such as [Garden.com](http://Garden.com), consolidated with traditional companies to achieve synergy effects. According to Ernst & Young, e-retailers are experiencing growing pains, but the experience will make them stronger in the future. The cost of entering the e-retailing business will rise significantly and become prohibitive for some e-retailers (Shern, 2000).

The success of an e-channel lies largely in developing and implementing a sound e-channel strategy that delivers higher utility to customers and charges lower prices than its competitors. Evidence shows that a misdirected e-commerce channel (e-channel) development leads to costly and frequent revisions of e-commerce strategies. For example, both K-Mart and Wal-Mart experienced a costly revision of their e-commerce strategies. K-Mart initially created a spin-off e-commerce entity, [BlueLight.com](http://BlueLight.com), in December, 1999, as a joint venture between K-Mart and Softbank Venture Capital. After K-Mart withdrew from a planned initial public

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