

**GRAND
MERCHAN**



One platform that serves
all your e-commerce needs.

SmartOne Services

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SELL YOUR PRODUCTS EVERYWHERE



**GRAND
MERCHANT**

Connecting world's largest markets

Welcome to Grand Merchant

Through our Grand Merchant platform and services, we can help your business reach cross continents and sell to everywhere.



GLOBAL E-COMMERCE 3.0 IS HERE MAKING THE MOST OF CHINA'S E-COMMERCE BOOM

- Forbes, Jan. 2015

“ In the world of digital retailing, all eyes are on China. Even as overall retail sales growth slows, along with the rest of China's economy, B2C online sales in the world's largest digital marketplace are growing at an annual rate of 25%. ”

The US and China combined population is more than 1.6 billion people and the e-commerce market of the two countries together is predicted to hit 800 billion dollars in 2015. This means huge opportunities for businesses everywhere, but also strong competitions for those trying to move into these markets.

STAND OUT FROM THE CROWD



“Build strong brand, focus on experience, driven by data and technology, we help leading companies achieving amazing results.”

6 Strategies to Success



SERVICE

We design, build, and launch your store in the world's largest markets. Our services and technology can help you compete and win!



PERSONAL

Customers are demanding more attention and a more personal shopping experience. We offer both live sales and customer support, creating a better shopping experience.



MOBILE

About 40% of online sales come from mobile devices. Is your mobile strategy ready? Our mobile developers can build the best mobile app for your business, bringing more customers to you.



MARKETING

Online marketing can be expensive if not managed. We use business intelligence tools to monitor and optimize your marketing campaigns, improving ROI and drive sales up.



GLOBALIZATION

Global e-commerce market is predicted to hit \$1.7 trillion in 2015. Over half comes from the US and China. We have knowledge in both countries and ready to take your business global.



STRATEGY

Every business is different, not a single plan is going to work for everyone. Our e-commerce specialist can help you devise a strategy to win the global market.



GLOBALIZE

MARKETING

SERVICE



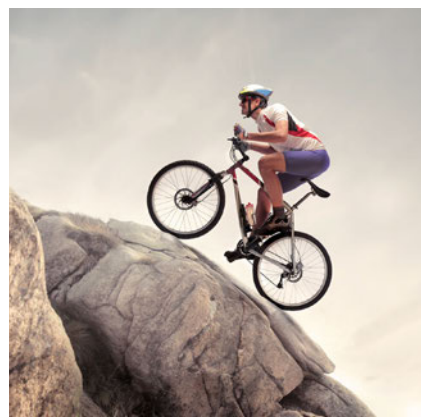
PERSONAL



MOBILE



STRATEGY



SERVICES & PRODUCTS

Our Belief



We believe high quality products, friendly services, and a personalized shopping experiences will build a strong brand and grow a loyal customer base. Our business is built on this philosophy.

Services



We offer services in the following areas: store operations, web design, digital marketing, data mining and analytics, warehouse and logistics, live sales and customer support.

Analytics



Grand Merchant is our analytics platform. It offers an intuitive and insightful view of your business on desktop and mobile devices. The automated and self service portal gives store owner a powerful tool to manage their store.

Mobile



Our mobile commerce solutions and services target mobile devices shopping and social network shopping. They provide a more personal shopping experience for your customers.

Comprehensive professional services.



E-Commerce Operations

It is challenging to run a complete e-commerce website on your own, especially if your business lacks the expert resources that it requires. We have years of e-commerce experiences and specializes in online retailing. We offer a comprehensive set of e-commerce services from building online stores all the way to shipping and customer services.



Store and Web Design

We can build your online store on various e-commerce platforms. Our web designers will design a look suitable for your business. A group of expert developers will build the site using modern web technologies. Once the site is ready, we will test and deploy it to the designated platform for operation.



Digital Marketing

After your store is online and running, our marketing experts will create a set of effective online campaigns to promote and attract traffic to your site. We work with well known high traffic online sites to bring visitors to your store. We have in house graphic designers to create visually striking ads at fractions of the cost compare to other design firms.





Data Mining and Analytics

E-commerce differs from traditional retailing in the sense that it can rely on data to make smart decisions. We take this approach seriously and have built a platform dedicated to perform data mining and analytics. The result is more effective and efficient operations. For more information check out our Grand Merchant analytics platform.



Warehouse and Logistics

We have number of warehouses in key locations in California and China. We understand not all businesses have the energy and resource to deal with logistics especially when its international. Therefore, our global warehouses can store your merchandise and ship them directly to your customers located in US and China, ensuring the most economical and fastest shipping time.



Live Customer Services

The best customer experience is when a customer can speak to a live customer representative before and after sales. Our live customer services team provides both live sales and live customer services to your customers. You can trust our representative will treat your customers with care and attention, helping your build a strong business image and brand.



Data science meets business knowledge.

From analytics to business insights.

Building analytics systems is challenging for businesses. Grand Merchant is an automated analytics platform that can process millions of records per second, giving you on time useful data to help you understand your business better.

Monitor sales across the globe.

Regardless where your online stores are in the world, from one dashboard you can have a complete view of your business. Everything about your business is right in front of you on your desktop, tablet or phone.

Make smart decisions and win.

Through Grand Merchant, you can quickly pickup key information about your business. By having key metrics at your fingertip, you can be sure you are always making the right decisions.



When mobile commerce meets social network

Mobile app for every device

Mobile app is a great way to develop a closer relationship with your customers. The app can provide a more personal experience for the user. We specialize in developing applications for the mobile phone and tablet devices. Built on modern technologies to ensure the app will operate perfectly across devices.



Bring customers closer

Your store's customized mobile shopping app allows you to create an engaging experience for your customers. You can push periodic sales, product launches and special promotions to your customers more quickly. You can also interact with customers through various social and interactive features.



Social network shopping

There are over 1.6 billion social network users. However most companies today can't provide a direct shopping experience to those users. Our social networking shopping experts can help you develop social network shopping apps that will work various social network platforms, ensuring even more business opportunities.

Shop and share with friends

Social shopping is growing and we can help your business ready to take advantage of it. Social shopping requires more technological knowledge and business experience, our experts can help you create a social shopping strategy that will work specifically for your business, putting you ahead competition.

BRING CUSTOMERS CLOSER

Our mobile commerce solutions will help you engage more customers and provide more personalized service to them.



THERE ARE OVER 1.9 BILLION SOCIAL NETWORK USERS.

We can turn those users into customers for your business.

One stop mobile commerce app services.

Design and develop

Start from working you to create a specific mobile or social app plan. We then have a team of engineers to develop the app based on our app framework. This ensures a customized app that suits your business yet without the addition cost if building things from ground up.



Test and deploy

After the app is developed, we thoroughly test it before launching. Whether its an mobile app based on iOS or Android, or a social app working with Facebook or Wechat, we will make sure its rock solid. Then we can help you publish the app to the world and can even help you maintain the code base.

Promote and profit

Just having the app without any traffic will render the app useless. Therefore we have a team of marketing experts to promote your app and drive traffic to it. Combining with the Grand Merchant analytics platform, your business will immediately start seeing results and profit from the app.



468 million
monthly users



READY TO WECHAT WITH 468MM USERS?

We can connect your business to 468 million active users around the globe.



Brand Awareness

Our professional services can help your business build a strong business image, raise brand awareness. People start to learn about your brand through Wechat mobile app and gradually understand your company's value and become fans to your brand.



Fans Management

Building a fan base starts with analyzing your current fans and loyal customer's behaviors and preferences, our Wechat marketing experts can help you develop a series of marketing campaigns to win over new fans. Then solidify the fan base through communication and activities, making sure you fans sticks to your brand.



Media Monitor

Through the Wechat messaging and communication features, you can collect feedback and suggestions from your fans, allowing you to improve and provide services that caters to your fans. Our team takes great care to monitor your social media channels as well. Should there ever be a media crisis that requires measures to restore your business reputation, you can be sure we will be ready to take proactive measure to correct the situation, providing a peace of mind for your business.



Online to Offline

Wechat is a great tool for online marketing and its offline uses are equally impressive. For live social events we use a combination of scan QR codes, "shake" to connect and other Wechat social features to provide a fun and interactive experience for attendees, raising the enthusiasm and creating an exciting atmosphere among fans and new visitors. Our goal is to combine online experience and offline activities to bring fun for the users, turning them into fans.



Account registration

Our service starts from registering your corporate wechat account to build backend services, your wechat subscription account will up and running in no time.



Content publishing

Our editors will create original content that fits with your brand and business image, keeping your audience interested and always enthusiastic about your products and services.



Online & offline events

To promote your business, we can organize various online and offline events in combination with your marketing campaigns, helping growing your fan base even faster.



Auto reply & online support

By using keywords based automatic responses, we will ensure every customer gets their questions answered. For those need more information, they can be redirected to your support page for further assistance.



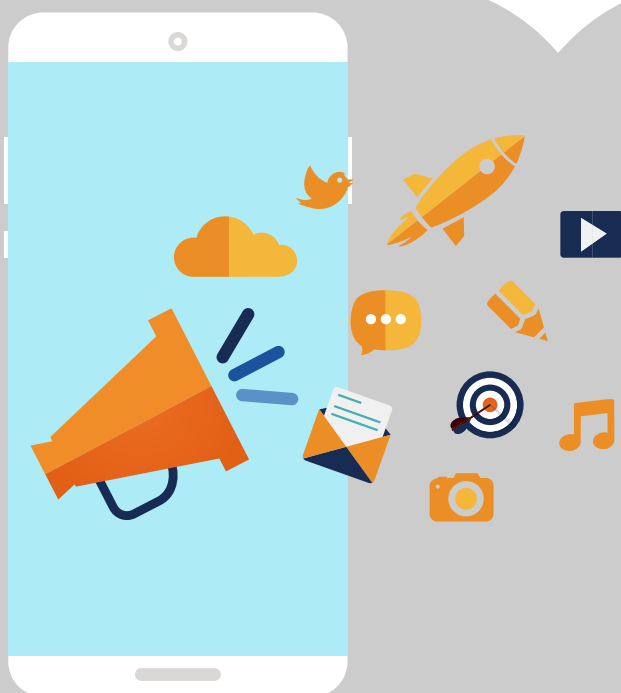
Wechat app development

Everyone loves funny apps and games, therefore we provide development services to create an even more engaging experience for your fans.



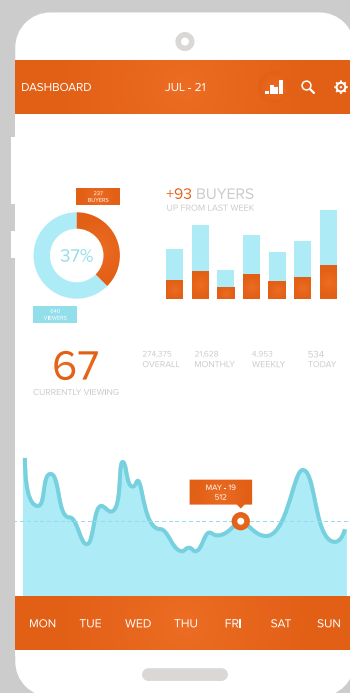
Wechat mobile e-commerce

From fans to customers, our mobile e-commerce solutions can help promote your products and offer a convenient way for them to purchase directly within the wechat application.



More marketing channels

Engage Key Opinion Leaders (KOLs), cooperate with your current marketing leaders and campaigns, your fan base can grow even more rapidly, giving you even better ROI.



Reporting and analytics

We value data and take serious efforts to produce quality analytics reports to drive key decisions and keep our clients always informed, giving them an edge in the competition.



any time
any where
buy anything
your heart
desires!





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