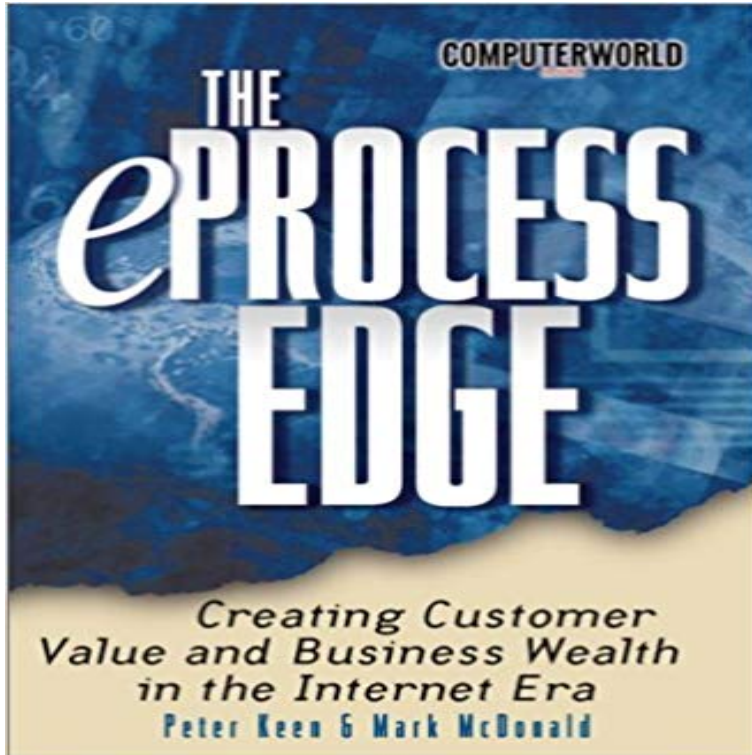


# The eProcess Edge: Creating Customer Value & Business in the Internet Era



This work focuses on teaching IT leaders how to implement hyper-efficient business processes in the e-commerce market, and the second book in the ComputerWorld Books for the IT Leaders series. Companies are jumping onto the e-commerce bandwagon, but are struggling to remain profitable. Competitors are attacking, customers are gaining power and pricing power is tumbling. If you want to sell products and services over the Internet, you must slash costs and automate as many basic business functions as possible to remain profitable. No company over the next five years can afford to ignore cost of sales and the need to implement business processes to radically reduce costs. This resource should provide them with that help.

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