

## **Summary Edition**











## **2017 EDITION**

# BZB E-COMMERCE

RANKINGS, DATA **AND ANALYSIS** OF THE 300 LARGEST **B2B E-COMMERCE BUSINESSES** 

300

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From the Editors of B2BeCommerceWorld.com

**B2B** 

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#### 2016 Gorilla Group B2B Ecommerce Benchmarking Report

Since sharing our original B2B Benchmarking Research Report a year ago, the ecommerce landscape for manufacturers, wholesalers and distributors has continued to grow alongside industry trends. As B2B ecommerce continues to transition, certain trends have emerged, including the shift to more sophisticated platforms, the rising importance of relevant content, and the focus on 'Amazon-like' customer experiences. This includes robust product detail pages, suggested items, and transparent shipping options.

In an effort to present updated information, and compare data year-over-year, we've circled back with the companies researched and featured in our 2015 report (as well as several additions based on industry changes) to present a fresh look at the trends, best practices and data driving B2B ecommerce in 2016.



#### **PLATFORM**

Down 24% from 2015, less than half of the websites surveyed this year were built on in-house solutions.

Analysis: Down 24% year-over-year, only 48% of sites surveyed were built on in-house commerce solutions this year. This decrease demonstrates that the trend of moving away from legacy systems towards industry-tested, stable, and customizable platforms with prebaked functionality specifically for the B2B market has continued to advance over the past 12 months.



#### **RESPONSIVE DESIGN**

B2B sites are catching up with their B2C counterparts in terms of responsive adoption as a best practice.

Responsive: 50% Not responsive: 50%

Analysis: Last year, 26% of sites had implemented responsive design, and just a year later, the responsive vs. non-responsive split has become 50/50. B2B sites are catching up with B2C counterparts in implementing responsive design as a way of presenting more consumer-like experiences to make business transactions more seamless on any device and boost SEO.



#### **ACCOUNT REGISTRATION**

A sizeable chunk of sites surveyed have curated registration processes in place, meaning that each account requires site owner approval before it becomes functional.

Instant: 70.5%

Curated (requires site owner approval): 26.9%

Analysis: This registration tactic is more common in B2B scenarios due to the nature of products sold. Examples include medical supplement distributors that can only sell certain nutraceuticals to licensed practitioners, or government suppliers that require users to provide tax and security certifications before product and pricing is disclosed.



#### **USER EXPERIENCE**



Cross-sells / up-sells



Newsletter sign-up promotion



Product ratings and reviews



Quick Order / re-order functionality

Analysis: B2B companies continue to adopt common B2C tactics to boost engagement and grow business. These UX trends go hand-inhand with B2B companies moving away from legacy. In-house solutions to established well-developed platforms with organized tools to enhance productivity, user engagement, conversion rates and revenue.



#### PRICING PRIOR TO LOGIN

Though the number of companies showing pricing prior to login has decreased marginally year-over-year, the almost three-quarters of companies that do show pricing shows progression from early 21st century "green screen" buying portals.

Show pricing prior: 71.8% Do not show pricing prior: 28.2%

Analysis: In 2015, 74% of companies showed pricing prior to login. In 2016, that number dropped slightly to 71.8%, which could be due to sites with more highly technical and proprietary content, or 1-1 customer pricing, which calculates costs for an individual customer, meaning that public-facing prices must be hidden.

Though the number of companies showing pricing prior to login has decreased marginally year-over-year, the almost three-quarters of companies participating indicates this will be a mandate going forward. It also demonstrates that withholding information is not a good customer acquisition strategy.



#### **CLICK TO CHAT**

As a new generation of employees seek out and utilize channels beyond traditional face-to-face communication, click-to-chat functionality has seen a year-over-year increase.

Offer click-to-chat: 45% Do not offer click-to-chat: 55%

Just 21% of companies offered click-to-chat functionality last year. Now, nearly half of the B2B companies surveyed offer it - boosting transparency and opening communication channels and opportunities for customers. IBM's infographic 'To Buy or Not To Buy?' found that the majority of millennials (69%) currently interact with vendors face-to-face, but would prefer to communicate remotely, by email or phone.



#### **SELLER ON AMAZON**

Yes: 49% No: 50%

Our research found a roughly 50/50 split among B2B companies selling on Amazon Business, which we anticipate will begin to shift as more and more companies, B2C and B2B alike, begin to sell their products on the ecommerce behemoth.

We took a closer look into the industries most and least represented on Amazon to get a feel for trends and commonalities.

#### Top 3 Industries/Verticals for Companies on Amazon:



1. Industrial (light industrial and replacement products)



2. Home / Improvement



3. Technology & Electronics

#### Top 3 Industries/Verticals for Companies Not on Amazon:



1. Industrial (heavy industrial)



2. Home Appliances & Furniture



3. Medical / Health



## A Smarter Species of Commerce Starts With Smarter Insights.

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Learn more at gorillagroup.com/trending

### **Overview**

## Building a future in e-commerce

The competition in business-to-business e-commerce is getting more challenging, but many companies are finding ways to stand out and grow online.

#### By Bill Briggs & Paul Demery

here's no question that business-to-business e-commerce is booming, and the 300 companies ranked by their annual electronic sales in the 2017 edition of the B2B E-Commerce 300 offer plenty of proof: Electronic commerce sales for the 300 are up 13.9% to \$611.64 billion in 2016 from \$536.82 billion in 2015.

The growth isn't quite spread evenly across the 18 subcategories of companies, with four categories—Machinery, Materials, Office Supplies and Petroleum/ Energy each up less than 6%. Part of the

lax numbers are tied to the extended downturn in the petroleum industry, which has crimped sales at suppliers of machinery and materials to petroleum production and operations facilities. Plus the office supplies industry has been in the doldrums for years because of the shift to digital communications, and that is reflected in the web sales growth numbers in that category.

But that still leaves 11 up 15% or more, including four registering increases of 20% or more, as shown in the table below.

#### **B2B Online Sales by Industry**

| CATEGORY                               | 2016 B2B E-COMMERCE SALES <sup>1</sup> | 2015 B2B E-COMMERCE SALES | GROWTH |
|--|--|---------------------------|--------|
| Aerospace/Defense                      | \$40,843,236,800                       | \$35,201,336,000          | 16.0%  |
| Apparel/Accessories                    | \$34,613,939,333                       | \$23,384,908,542          | 48.0%  |
| Automotive Parts/Vehicles              | \$60,603,598,782                       | \$51,108,624,594          | 18.6%  |
| Chemicals                              | \$40,287,577,200                       | \$34,726,264,000          | 16.0%  |
| Computers/Electronics                  | \$111,210,944,130                      | \$94,330,181,805          | 17.9%  |
| Food/Beverage                          | \$47,664,918,779                       | \$42,946,053,830          | 11.0%  |
| Hardware/Home Improvement              | \$13,054,198,014                       | \$10,181,528,682          | 28.2%  |
| Health Care Products                   | \$9,255,008,500                        | \$8,047,090,000           | 15.0%  |
| Housewares/Home Furnishings/Appliances | \$24,028,614,740                       | \$21,302,396,768          | 12.8%  |
| Machinery                              | \$19,258,219,000                       | \$18,218,880,000          | 5.7%   |
| Mass Merchant                          | \$1,922,179,000                        | \$1,545,629,000           | 24.4%  |
| Materials                              | \$15,004,069,125                       | \$14,492,219,000          | 3.5%   |
| Office Supplies                        | \$18,537,361,910                       | \$17,724,046,263          | 4.6%   |
| Petroleum Products/Energy              | \$131,053,079,485                      | \$125,214,722,000         | 4.7%   |
| Pharmaceuticals                        | \$41,947,203,000                       | \$36,500,820,000          | 14.9%  |
| Software/Services                      | \$395,947,500                          | \$330,831,250             | 19.7%  |
| Specialty                              | \$1,536,426,758                        | \$1,212,530,398           | 26.7%  |
| Sporting Goods                         | \$420,480,000                          | \$354,200,000             | 18.7%  |
| TOTAL B2B 300                          | \$611,637,002,056                      | \$536,822,262,131         | 13.9%  |

Source: 2017 B2B E-Commerce 300

The total combined e-commerce sales—\$611.64 billion—of companies ranked in this edition of the B2B E-Commerce 300 accounts for nearly three-fourths, or 71.5%, of the \$855 billion in total B2B e-commerce sales in the United States for 2016, as estimated by Forrester Research Inc.

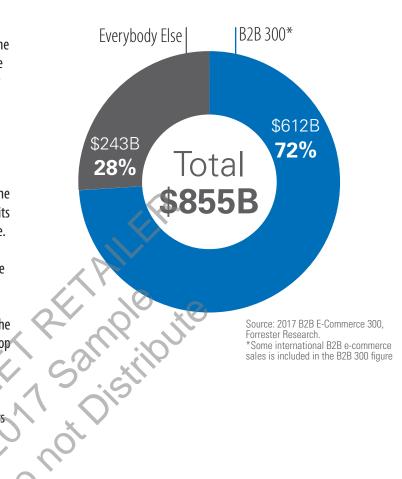
The size of the B2B e-commerce market—the \$855 billion Forrester projects for U.S. B2B web sales would be more than double the projected U.S. B2C sales of about \$372 billion—can give the impression that B2B e-commerce is mature and its strategies well defined. But that's hardly the case.

In fact, selling to businesses via the web is far more complex than selling to consumers. Most retail sites sell finished goods and are designed to let a customer find and buy an item with a few clicks; the median order for e-retailers in Internet Retailer's Top 1000, which ranks North American merchants by their online sales, is \$118.

Contrast that with B2B e-commerce where orders can run into many thousands, even millions of dollars. Manufacturers, distributors and wholesalers sell just about everything—raw materials, refined products, component parts and complex machinery—and buyers typically have requirements that are highly specific. Add in extensive distribution networks, negotiated prices, approval workflows and the need to funnel orders and shipments into complex accounting and planning and software, and the challenges of B2B e-commerce are evident.

As the following leading B2B companies attest, however, many businesses are developing sophisticated strategies to engage, serve and sell to their customers online. These companies are examples of how top players in key categories among the B2B 300 are expanding their markets and growing sales. •

#### The B2B E-Commerce Market In a Nutshell



## **Case Study**

## Columbia Sportswear tries on a new b2b site

The new B2B e-commerce site has features meant to appeal to business buyers and Columbia expects it to drive 90% of business buyers to purchase online.



Columbia Sportswear's redesigned B2B portal Columbia Connect.com now takes a fraction of a second to load product pages full of such rich, customer-requested content as 360-degree product images and computer-assisted drawings.

#### By Nona Tepper

olumbia Sportswear Co., No 134 in the B2B E-Commerce 300, plans to kick up online business sales with its recently relaunched B2B site.

The manufacturer of outdoor and active wear projects 90% of its business orders will be processed online in 2016, up from 50% in 2015, Bryan Leach, B2B and sales application manager, said in an interview at the 2016 B2B Online conference in Chicago. He declined to provide sales or financial information.

Columbia sells to some 3,000 business customers located across the globe. "The growth is coming from continued adoption of the site, and moving customers away from processing their sales orders through a customer service rep. We're all about bringing the business online to self-service," Leach said in a presentation at the conference.

The manufacturer started selling online to businesses in 2009 through a proprietary e-commerce platform that Leach says did not load quickly. Web pages that featured a lot of images could take up to four seconds

to load. "We knew every one-second delay in website loading time causes customer abandonment rates to increase 7 to 10%," Leach said.

The subpar performance of ColumbiaConnect.com, its B2B portal, turned customers and sales reps away from using the site. "We have more than 200 sales reps. If they're not utilizing the site, how are they going to evangelize it in the field?" Leach said.

In 2014, the manufacturer decided to revamp its B2B e-commerce site to make it easier for Columbia employees and customers to use. "We wanted to crawl before we walked before we ran," Leach said. "We had already designed and developed an entire site and rolled it out with little involvement with our internal stakeholders. It didn't meet the needs of our customer, so we decided to take a whole different approach." This approach included gaining input from company employees and business customers and analyzing industry leaders' online practices.

Columbia's internal sales team, joined by the marketing, I.T., e-commerce and other departments, got together to hash out the company's requirements for selling online, Leach said. Together, the team developed a list of features necessary for its B2B e-commerce business, including the ability to integrate with Columbia's SAP SE enterprise resource planning, or ERP, system, and engage customers in a way that was clear. Columbia uses its ERP system to organize information on inventory, financial records and customer activity.

The company also identified its goals for the new e-commerce site as growing revenue, selling more to existing customers and attracting new customers. "E-commerce for us is about reducing operational expenses and redirecting customers away from all those different order entry and order management touchpoints to reduce the cost of sales," Leach said.

Columbia then went out and interviewed its business customers to find out what their pain points were with the old ColumbiaConnect site and to get their views on what would constitute a best-in-class B2B e-commerce site. Business customers said a meaningful site experience was both personalized and included a lot of product images and content. They said important features would be 360-degree product images; computer-aided design, or CAD, drawings; and details concerning the item's fit, weight and measurement. Columbia's business buyers also wanted a more accurate search function, and information available on personal order history, pricing and shipping status.

'We have more than 200 sales reps. If they're not utilizing the site, how are they going to evangelize it in the field?'

#### Bryan Leach,

B2B and sales application manager, Columbia Sportswear

In the first six months after the new ColumbiaConnect.com launched...

Online sales grew 28%

Average order value increased 52%

Downtime for maintenance plummeted **92%** 

The company's third step in planning its new B2B e-commerce site was to analyze such online powerhouses as Amazon.com Inc., Staples Inc., Dell Inc. and others to familiarize itself with trends in e-commerce. "As the lines between B2B and B2C blur, and selling becomes more natural, we wanted to look at both models to see what's popular," Leach said.

In-house developers then began building the site in late 2014, and the new ColumbiaConnect.com launched in late 2015. Since the new site launched, online sales at ColumbiaConnect.com have grown 28%, average order value increased 52% and there was also a 92% decrease in the amount of time the site was down for maintenance, Leach said. "Back then, the site could've been down for as much as three hours, and today we're down for about five minutes if we're ever down at all," Leach said.

It also now takes a fraction of a second to load product pages full of such rich, customer-requested content as 360-degree product images and CAD drawings. Once customers login to ColumbiaConnect.com, they can access personalized pricing, order history and shipping information. The site is also integrated with the company's ERP system, which provides accurate updates on inventory and pricing. "Grab low-hanging fruit and iterate," Leach said of Columbia's relaunch. "It's like the age-old adage, 'Don't boil the ocean.' Identify your key requirements and then grow and proceed from there.'

**90%** of B2B orders would be processed online in 2016

### Industrial

## Industrial companies plow ahead in e-commerce

By Paul Demery

The Industrial section of the B2B E-Commerce 300 includes companies across five market categories:

Aerospace/Defense, Chemicals, Machinery, Materials and Petroleum Products/Energy.

Combined, the five categories are on pace to increase their sales by 16% in 2016 over 2015, according to estimates in the 2017 edition of the B2B E-Commerce 300.

Within each market category, the growth rates are: Aerospace/Defense, 16%, to \$40.84 billion; Chemicals, 16%, to \$40.29 billion; Machinery, 5.7%, to \$19.26 billion; Materials, 3.5%, to \$15.00 billion; Petroleum Products/Energy, 4.7%, to \$131.05 billion.

Although sales have been slow in some industrial categories—mostly Petroleum, which has been hit by slack global demand and over-production—companies are continuing to find new opportunities through e-commerce.

Take Deere & Co., the manufacturer of machinery such as John Deere brand tractors and other equipment used in the construction and agricultural industries as well as in home lawn care. The company is forging ahead in B2B e-commerce by expanding use of mobile apps and working on an e-marketplace projected to produce hundreds of millions of dollars in sales within a few years.

Deere added to its collection of mobile apps for customers in April 2016 with the launch of John Deere MyMaintenance, an app designed to let construction equipment maintenance managers view and document maintenance schedules by calendar date or by number of hours a particular machine has operated. As they view a list of the equipment they manage, including images of where they're currently located on a map, managers can also view how many days or operating hours until the next scheduled service and

view a history of maintenance costs; they can also view lists of available parts.

With an electronic link, called JDLink, from the app to John Deere equipment dealers, customers can also arrange to have purchase orders automatically sent to dealers when particular machine components need to be replaced. The dealer can then schedule a technician to deliver and install the part.

The MyMaintenance app gives users a plethora of information at their fingertips, including the ability to view equipment on a map, look at machines nearby, bar code scan a machine to see maintenance plans, access a parts list for maintenance and the ability to keep track of maintenance costs, says Paul Garcia, product manager, John Deere WorkSight, Deere's suite of products and services designed to let customers manage their equipment from the field.

Deere is also working with Apttus Corp., a provider of B2B e-commerce technology, to deploy a new e-marketplace, a project described at the 2015 Apttus Accelerate conference. The new marketplace will serve as a multifaceted portal for end-customers and dealers to purchase products from Deere factories as well as from other suppliers of agricultural equipment. Deere has not directly commented on its plans for the marketplace. Additional features of the marketplace include the calculation of sales tax across by state and the ability of resellers on the marketplace to manage pricing and bundling of products for sale.



John Deere is expanding its use of mobile apps and developing an e-marketplace.

#### **Industrial**

Aerospace/Defense

| RANK | COMPANY                      | 2017 RANK | SALES RANGE                    | B2B E-COMMERCE GROWTH |
|------|------------------------------|-----------|--------------------------------|-----------------------|
| 1    | The Boeing Co.               | 15        | More than \$10 billion         | 15.0%                 |
| 2    | United Technologies Corp.    | 21        | \$1 billion to \$10 billion    | 15.0%                 |
| 3    | Lockheed Martin Corp.        | 28        | \$1 billion to \$10 billion    | 15.0%                 |
| 4    | Honeywell International Inc. | 30        | \$1 billion to \$10 billion    | 22.0%                 |
| 5    | General Dynamics Corp.       | 38        | \$1 billion to \$10 billion    | 15.0%                 |
| 6    | Raytheon Co.                 | 41        | \$1 billion to \$10 billion    | 15.0%                 |
| 7    | Textron Inc.                 | 90        | \$1 billion to \$10 billion    | 15.0%                 |
| 8    | Kaman Corp.                  | 145       | \$100 million to \$999 million | 40.0%                 |
| 9    | Noble Supply & Logistics     | 169       | \$10 million to \$99 million   | 20.0%                 |
| 10   | W.S. Darley & Co.            | 224       | \$10 million to \$99 million   | 20.0%                 |

Total B2B e-commerce sales 2016 \$40,843,236,800 Total B2B e-commerce sales 2015 \$35,201,336,000

Growth 16.0%

Chemicals

| CITCIII | Cais           |              |                       |                        |           |               |
|---------|----------------|--------------|-----------------------|------------------------|-----------|---------------|
| RANK    | COMPANY        |              | 2017 RANK             | SALES RANGE            | B2B E-CON | MMERCE GROWTH |
| 1       | 3M Co.         |              | 14                    | More than \$10 billion |           | 50.0%         |
| 2       | Procter & Gam  |              |                       |                        |           | 5.0%          |
| 3       | Dow Chemical   | R2R F-CO     | MMERCE 300 L          | TE Ungra               | de Now    | 5.0%          |
| 4       | DuPont & Co.   |              | MIMEROE SOS EI        | L PBI                  |           | 5.0%          |
| 5       | Colgate-Palmo  | The full odi | ition of the 2017 B2  | DE Commoran 2          | 00        | 5.0%          |
| 6       | Monsanto Co.   |              |                       | - V V V                |           | 5.0%          |
| 7       | PPG Industries | contains da  | ta seen here includi  | ng charts on:          |           | 5.0%          |
| 8       | Ecolab Inc.    |              | nmerce Rankings - Ra  | <b>Y</b>               |           | 5.0%          |
| 9       | Praxair Inc.   |              |                       |                        |           | 5.0%          |
|         |                | ■ Top 50 Fas | test-Growing 💎 📮 Inc  | dustry-Specific Analy: | sis       |               |
|         |                | * * * * * *  | * * * * * * * * * * * | * * * * * * * * *      | * * * *   |               |

#### Machinery

| IVIACII | irici y                     |           |                                |                       |
|---------|-----------------------------|-----------|--------------------------------|-----------------------|
| RANK    | COMPANY                     | 2017 RANK | SALES RANGE                    | B2B E-COMMERCE GROWTH |
| 1       | Deere & Co.                 | 36        | \$1 billion to \$10 billion    | 5.0%                  |
| 2       | Caterpillar Inc.            | 40        | \$1 billion to \$10 billion    | 5.0%                  |
| 3       | Baker Hughes Inc.           | 44        | \$1 billion to \$10 billion    | 5.0%                  |
| 4       | Xerox Corp.                 | 65        | \$1 billion to \$10 billion    | 5.0%                  |
| 5       | Illinois Tool Works Inc.    | 93        | \$1 billion to \$10 billion    | 5.0%                  |
| 6       | Parker Hannifin Corp.       | 99        | \$1 billion to \$10 billion    | 5.0%                  |
| 7       | Danfoss Group               | 102       | \$1 billion to \$10 billion    | 10.0%                 |
| 8       | McMaster-Carr Supply Co.    | 103       | \$1 billion to \$10 billion    | 5.0%                  |
| 9       | DXP Enterprises Inc.        | 114       | \$100 million to \$999 million | 10.0%                 |
| 10      | BDI                         | 121       | \$100 million to \$999 million | 15.0%                 |
| 11      | CMP Corp.                   | 255       | Under \$10 million             | 10.0%                 |
| 12      | Central Restaurant Products | 271       | Under \$10 million             | 20.0%                 |
| 13      | Carotek Inc.                | 289       | Under \$10 million             | 20.0%                 |
| 14      | DirectMaterial.com          | 295       | Under \$10 million             | 16.0%                 |

Total B2B e-commerce sales 2016 \$19,258,219,000 Total B2B e-commerce sales 2015 \$18,218,880,000 Growth 5.7%

**B2B** 

#### Materials

|      | 11415                     |           |                                |                       |
|------|---------------------------|-----------|--------------------------------|-----------------------|
| RANK | COMPANY                   | 2017 RANK | SALES RANGE                    | B2B E-COMMERCE GROWTH |
| 1    | International Paper Co.   | 53        | \$1 billion to \$10 billion    | 2.5%                  |
| 2    | Freeport-McMoRan Inc.     | 55        | \$1 billion to \$10 billion    | 5.0%                  |
| 3    | Nucor Corp.               | 58        | \$1 billion to \$10 billion    | 5.0%                  |
| 4    | Alcoa Inc.                | 67        | \$1 billion to \$10 billion    | 0.0%                  |
| 5    | Kimberly-Clark Corp.      | 76        | \$1 billion to \$10 billion    | 2.5%                  |
| 6    | United States Steel Corp. | 82        | \$1 billion to \$10 billion    | 5.0%                  |
| 7    | Sigma-Aldrich Corp.       | 109       | \$100 million to \$999 million | 5.0%                  |
| 8    | Proto Labs                | 131       | \$100 million to \$999 million | 10.0%                 |
| 9    | Westway Electric Supply   | 294       | Under \$10 million             | 19.0%                 |

Total B2B e-commerce sales 2016 \$15,004,069,125
Total B2B e-commerce sales 2015 \$14,492,219,000

Growth 3.5%

#### Petroleum Products/Energy

| retroi | eum Products/Energ         | y         |                             |                       |
|--------|----------------------------|-----------|-----------------------------|-----------------------|
| RANK   | COMPANY                    | 2017 RANK | SALES RANGE                 | B2B E-COMMERCE GROWTH |
| 1      | ExxonMobil Corp.           | 1         | More than \$10 billion      | 4.5%                  |
| 2      | Chevron Corp.              | 3         | More than \$10 billion      | 4.5%                  |
| 3      | Phillips 66                | 7         | More than \$10 billion      | 4.5%                  |
| 4      | Valero Energy Corp.        | 11        | More than \$10 billion      | 4.5%                  |
| 5      | Marathon Oil Corp.         | 17        | More than \$10 billion      | 4.5%                  |
| 6      | Chesapeake Energy Corp.    | 61        | \$1 billion to \$10 billion | 4.5%                  |
| 7      | HollyFrontier Corp.        | 66        | \$1 billion to \$10 billion | 4.5%                  |
| 8      | Devon Energy Corp.         | 70        | \$1 billion to \$10 billion | 4.5%                  |
| 9      | Occidental Petroleum Corp. | 72        | \$1 billion to \$10 billion | 4.5%                  |
| 10     | Anadarko Petroleum Corp.   | 78        | \$1 billion to \$10 billion | 4.5%                  |
| 11     | EOG Resources Inc.         | 81        | \$1 billion to \$10 billion | 4.5%                  |
| 12     | Apache Corp.               | 97        | \$1 billion to \$10 billion | 4.5%                  |
| 13     | Dominion Resources Inc.    | 98        | \$1 billion to \$10 billion | 15.0%                 |
| 14     | Oneok Inc.                 | 100       | \$1 billion to \$10 billion | 9.0%                  |
| 15     | Royal IHC                  | 247       | Under \$10 million          | 20.0%                 |
| 16     | CivicSolar Inc.            | 259       | Under \$10 million          | 12.0%                 |

Total B2B e-commerce sales 2016 \$131,053,079,485
Total B2B e-commerce sales 2015 \$125,214,722,000
Growth 4.7%

Source: 2017 B2B E-Commerce 300

**B2B** 

## 143. Lakeshore Learning Materials

Specialty

Lakeshore Learning Materials creates and sells a variety of children's educational products. The multichannel retailer has 60 stores in 29 states across the country. Through its website, LakeshoreLearning.com, the retailer sells a variety of educational products for children of all ages, mostly to educators. The company also prides itself on doing business only with suppliers who are fully vetted and are in compliance with both local and international labor law. It works with 85 distributors spanning 50 countries. On LakeShoreLearning.com, product pages feature multiple images, videos, social sharing tools and a Customers Also Viewed section. Live chat is available on the site, and the company accepts PayPal. Additionally, category pages display star-ratings on each product, and many items Lakeshore sells have dozens of customer



reviews. Products are organized by category, by grade and age, and by sale items. A quick order form allows site visitors to enter item number and quantity and quickly add several items to their shopping carts at once. Lakeshore Learning also offers services, such as custom eProcurement websites for schools. In addition to its catalog business and growing online business, Lakeshore also has greatly expanded its retail footprint since opening its first storefront in West Los Angeles in 1969. In late 2014, Lakeshore

Learning opened its (

#### **B2B E-COMMERCE 300** LITE

**Upgrade Now** 

#### Financial

**2016 B2B E-Commerce Sal** million

Growth: 34.00%

The **full edition** of the **2017 B2B E-Commerce 300** contains 300 individual company listings containing up to 50 data elements per profile.

Other Escrow Payment Services

PayPal Escrow Service

#### Suppliers

Content Delivery: Akamai
Content Management: Oracle

CRM: In-house

E-Commerce Platform: Oracle
Email Marketing: Oracle

Enterprise Resource Planning (ERP): In-house

Live Chat/Click-to-Call: BoldChat

Mobile Commerce: Usablenet

Online Advertising: ChannelAdvisor

Payment Processing: CyberSource

**Order Management:** In-house

Payment Security: CyberSource

Personalization: Adobe, Oracle

**Procurement Software:** NA

Rich Media: Adobe

Security Certification: GoDaddy, Symantec

Site Design: In-house
Site Search: Oracle
Web Analytics: Adobe
Web Hosting: CenturyLink

Web Performance Monitoring: Dynatrace

#### **Features & Functions**

- Approval workflows customized by client Automatic reordering
- Bulk pricing
- Customer ratings/Reviews
- International shipping
- Links to social networks
- Live chat

Mobile apps for B2B customers

- Mobile-optimized site for B2B customers
- Password protection

Product configurator/customization tools

- Recommended products
- Video

■ =Yes -= Not Measured

1. B2BeCommerceWorld.com estimate 2. Monthly avg., SimilarWeb 3. A three-year history of b2b e-commerce sales figures is available to database subscribers at Top500Guide.com

#### **Corporate Information**

**Lakeshore Learning Materials** 

Sam Sarullo, VP, E-Commerce

**B2B E-Commerce URL:** Myepro.LakeshoreLearning.

2695 E. Dominguez St. Carson, CA 90895 310-537-8600

**The 50 Fastest-Growing B2B E-Commerce Players** 

|    | COMPAN                            | ΝΥ         | 2017<br>RANK       | COMPANY<br>TYPE | INDUSTRY                               | SALES RANGE                    | 2016 B2B<br>E-COMMERCE<br>GROWTH |
|----|-----------------------------------|------------|--------------------|-----------------|--|--------------------------------|----------------------------------|
| 1  | BookPal LLC                       |            | 242                | Distributor     | Specialty                              | Under \$10 million             | 150.0%                           |
| 2  | 1-800-Flowers.com                 | Inc.       | 137                | Retailer        | Specialty                              | \$100 million to \$999 million | 138.5%                           |
| 3  | Wildman Corporate                 | Apparel    | 284                | Wholesaler      | Apparel/Accessories                    | Under \$10 million             | 131.8%                           |
| 4  | Arrow Electronics In              | ıc.        | 122                | Distributor     | Computers/Electronics                  | \$100 million to \$999 million | 125.0%                           |
| 5  | Joor Inc.                         |            | 10                 | Wholesaler      | Apparel/Accessories                    | More than \$10 billion         | 114.3%                           |
| 6  | The Home Depot In                 | С.         | 87                 | Retailer        | Hardware/Home Improvement              | \$1 billion to \$10 billion    | 74.8%                            |
| 7  | 3M Co.                            | B2B        | E-CO               | MMERC           | E 300 LITE                             | pgrade Now                     | 50.0%                            |
| 8  | Zoetis                            |            |                    |                 | e <b>2017 B2B E-Commer</b>             |                                | 50.0%                            |
| 9  | Grays eCommerce                   |            |                    |                 | ere including charts on:               | ce 300                         | 41.2%                            |
| 10 | SoloStocks                        |            |                    |                 | kings Rankings by Indus                | try                            | 40.0%                            |
| 11 |                                   |            |                    |                 |  |                                | 40.0%                            |
| 12 | Lowe's Cos. Inc.                  | * * *      | <del>* * * *</del> | < * * * * ·     | * * * * * * * * * * * * * * * * * * *  | <del>* * * * * *</del>         | 39.9%                            |
| 13 | The MSC Industrial S              | Supply Co. | 74                 | Retailer        | Hardware/Home Improvement              | \$1 billion to \$10 billion    | 35.1%                            |
| 14 | Mellanox Technolog                | ies        | 216                | Manufacturer    | Software/Services                      | \$10 million to \$99 million   | 35.0%                            |
| 15 | 15 Lakeshore Learning Materials 1 |            | 143                | Manufacturer    | Specialty                              | \$100 million to \$999 million | 34.0%                            |
| 16 | 16 SolidSurface.com               |            | 299                | Distributor     | Hardware/Home Improvement              | Under \$10 million             | 30.8%                            |
| 17 | Airgas Inc.                       |            | 118                | Distributor     | Hardware/Home Improvement              | \$100 million to \$999 million | 30.0%                            |
| 18 | Cleaner's Supply Inc              |            | 262                | Distributor     | Specialty                              | Under \$10 million             | 30.0%                            |
| 19 | Recycle Away LLC                  |            | 239                | Distributor     | Specialty                              | Under \$10 million             | 28.6%                            |
| 20 | Lindemann Chimne                  | y Co.      | 212                | Wholesaler      | Housewares/Home furnishings/Appliances | \$10 million to \$99 million   | 27.3%                            |
| 21 | Columbia Brands US                | SA LLC     | 134                | Manufacturer    | Apparel/Accessories                    | \$100 million to \$999 million | 26.0%                            |
| 22 | Ferguson Enterprise               | S          | 54                 | Distributor     | Hardware/Home Improvement              | \$1 billion to \$10 billion    | 25.0%                            |
| 23 | Qiagen                            |            | 136                | Distributor     | Specialty                              | \$100 million to \$999 million | 25.0%                            |
| 24 | Medelita LLC                      |            | 213                | Manufacturer    | Apparel/Accessories                    | \$10 million to \$99 million   | 25.0%                            |
| 25 | Jack's Small Engines              | 5          | 253                | Retailer        | Automotive Parts/Vehicles              | Under \$10 million             | 25.0%                            |