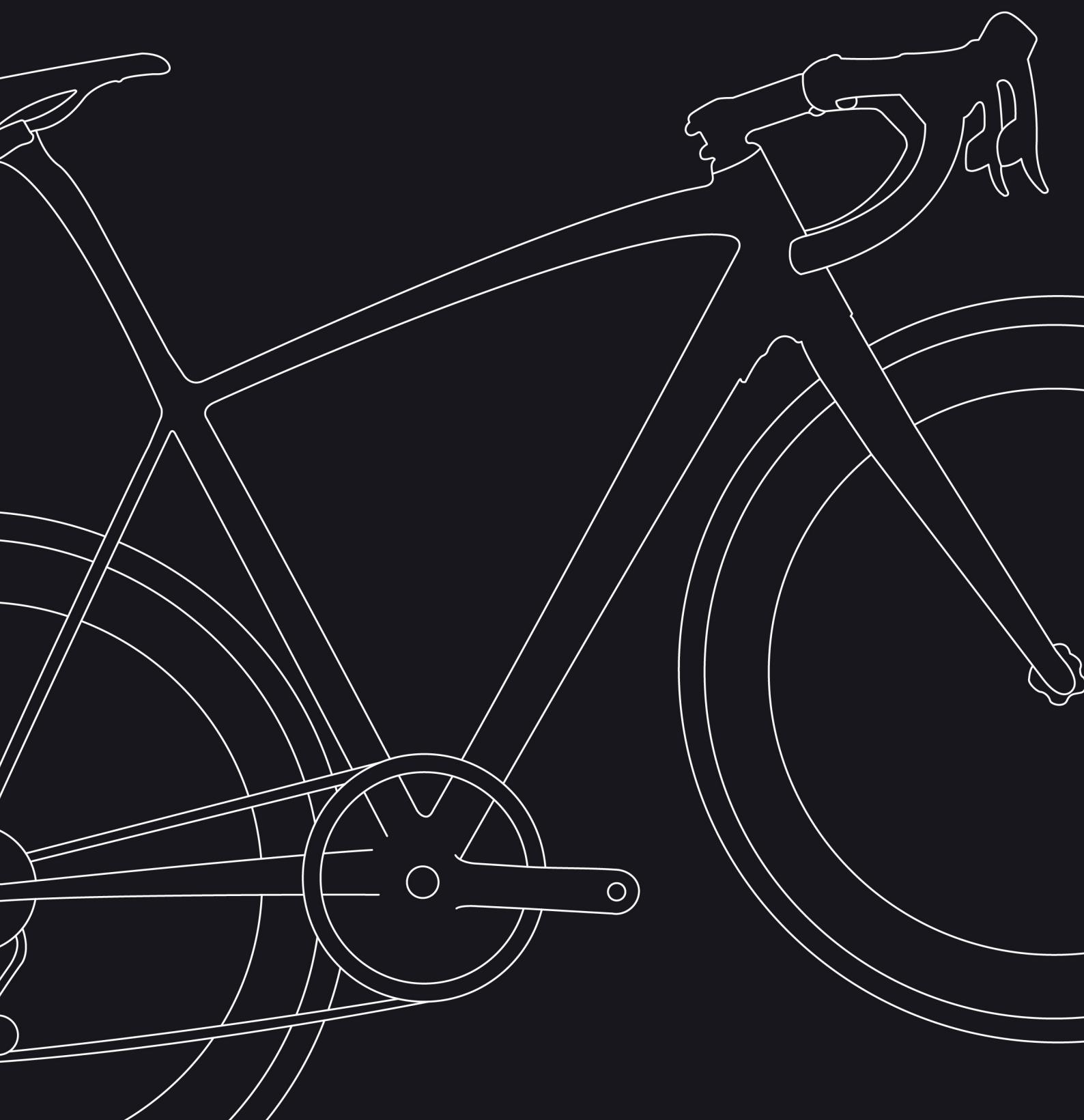


Sell. Mobility. Products.





Introduction to payever for the Mobility Industry

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**The Business Solutions
you Dreamed of all
on one Platform**



01

Industry Research

The Mobility or [Automotive Industry](#) covers any company or activity that is involved in the manufacturing of motor vehicles, and most of its components - such as engines and bodies but excluding tires, batteries, and fuel.

The principal products, however, comprise of passenger vehicles and light trucks (pickups, vans, and sport utility vehicles). Commercial vehicles like delivery trucks and large transport trucks are regarded as secondary in the Industry.

The companies and businesses that are involved in the design, development, and manufacturing of vehicles are also regarded as part of the automotive industry. Motorcycles are also a means of transport, driven by engines or electric engines. They can, therefore, be classified as an automobile and are therefore also part of the automotive industry. Although discussion of the automotive industry generally does not include the businesses that are dedicated to the maintenance of automobiles, such as repair shops or the sales and delivery to the end-user, we will be discussing this sector in particular and as part of "Mobility".

Market size

In the United States alone
Motor Vehicles make up

**the largest
component
of sales**

and this sector makes up

20%

of the total retail market.



According to a [KPMG report](#) on the Global Automotive Retail Market Outlook for 2020, eight different regional clusters have to be identified in order to discuss the Market outlook for the Industry. These clusters, however, cover all relevant automotive markets around the globe. It also takes into account their geographic proximity and their different levels of market maturity. As China plays a significant role in the Sector, the AsiaPacific region is further divided into three separate clusters. These clusters are the established auto markets of Japan and Korea (Mature Asia) and the establishing auto markets of China, India, and ASEAN (Association of Southeast Asian Nations).



In 2020, China will be the largest auto trader by a large margin.

China

34,7 million

One-third of annual new vehicles sales worldwide

North American Region

20,7 million

close to 20% of the annual global sales

Western Europe

16,3 million

still ahead of India with 14% of global sales

India

14,7 million

India will follow with annual global sales figure of 12%

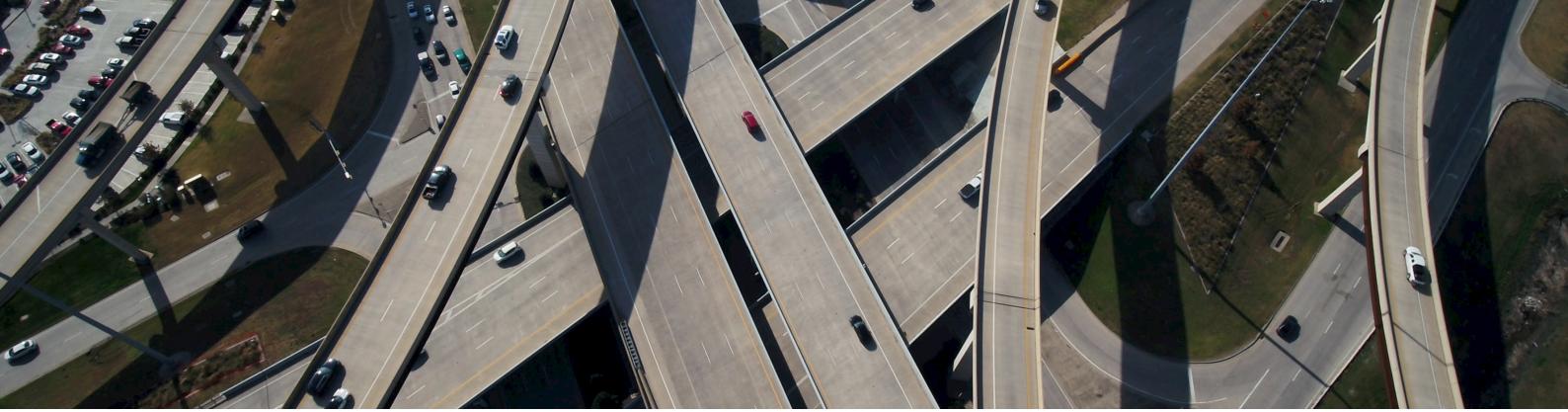
It is foreseen that the BRIC countries (Brazil, Russia, India, and China), will dominate the auto market after the United States. The European countries are set to decline as they will not be able to compete with the emerging markets. Japan who used to be second to the United States has experienced a significant drop in sales and is set to decline further in 2020.

The global market share of Europe
25%

in the manufacturing
and sales of auto parts

China
around 15%
of global market share

By 2020
Every fourth car sold
will most probably originate from India, China
and South Korea



The advent of the internet

A significant shift in the automotive industry started to take place in 2017 and has continued to change the Industry from that date.

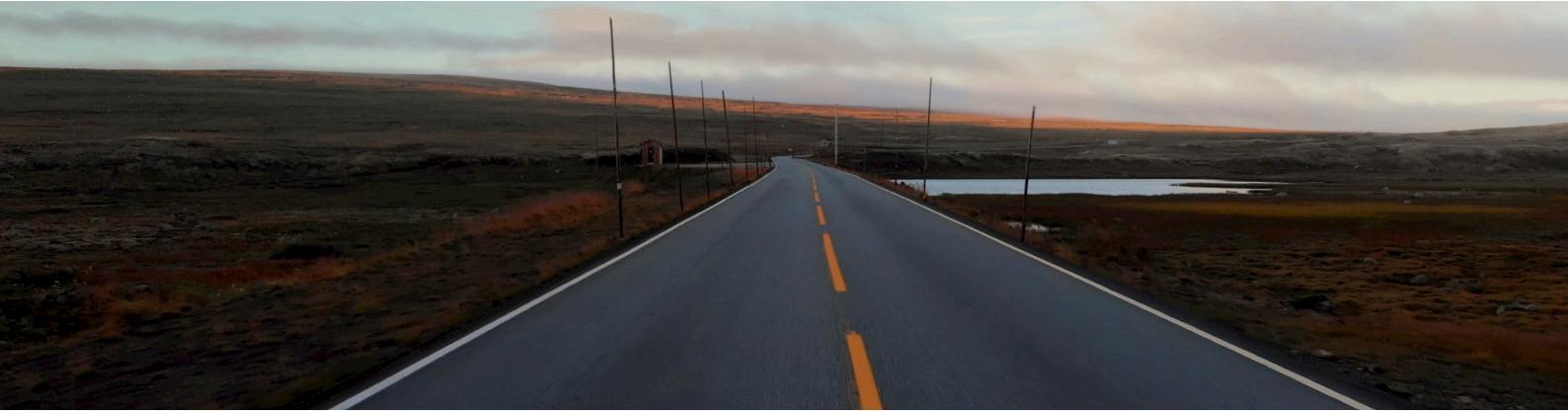
In 2018, the sales of new vehicles online were estimated to be one-tenth of global new vehicle sales. The increased online sales of vehicles are made possible by the wide availability of new models of vehicles online. This enables companies to sell their cars, motorcycles, and parts to a diverse group of customers and also enables businesses to generate new sales.

Internet penetration has increased at a significant rate and strong Internet connectivity is resulting in the growth of the global e-commerce industry. The e-commerce industry worldwide has also generated a large amount of trust worldwide which has led to the growth of the automotive aftermarket e-retailing market.

Virtual reality and vehicle tours The automotive e-retail market is witnessing the emergence of innovative methods by vendors, which includes the introduction of virtual reality tours of new vehicles. Virtual reality tours provide a comprehensive view of vehicles for customers. For instance, CarSaver Management, which is a Walmart Inc. company, offers virtual reality tours of vehicles to provide a comprehensive and holistic view of vehicles.

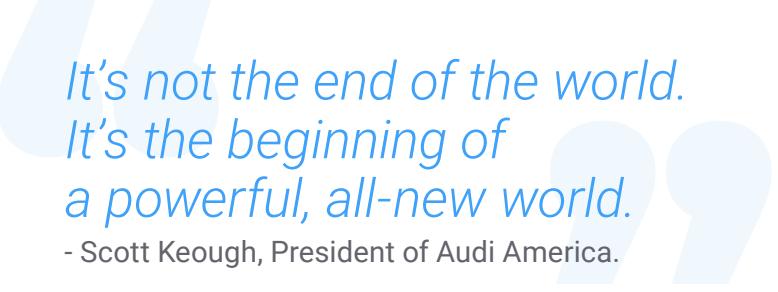
Drivers in the market have become:

Digital innovation
Rising globalization
Changes in consumer spending habits



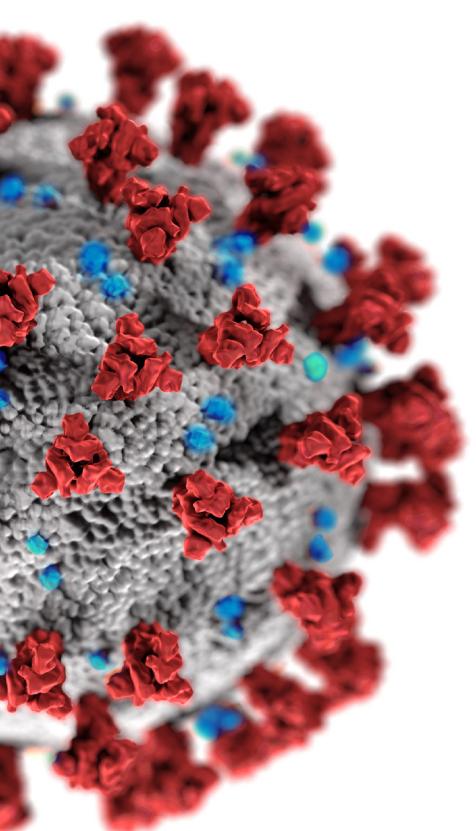
New Era of the Car Industry

As the world is evolving, and the car industry continues to change, manufacturers have to produce smarter cars and all of the parties in the automotive industry value chain have to possess better CRM tools. The age of artificial intelligence is just the beginning and a lot is changing, but the end of one era just brings the start of a new. In order to stay ahead of the pack dealers will have to embrace all the latest technology which will inevitably lead to an improvement in sales performance.



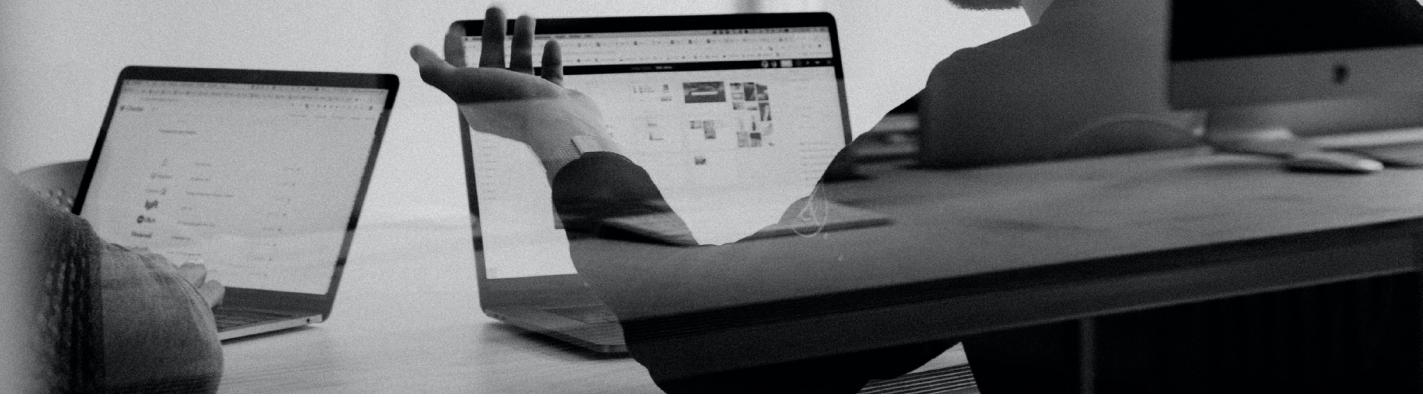
*It's not the end of the world.
It's the beginning of
a powerful, all-new world.*

- Scott Keough, President of Audi America.



Impact of the Coronavirus Pandemic

We still have to see what the impact of the Corona Virus will be on the global automotive market, but one thing is certain if dealerships do not embrace technological changes and take their businesses online, they will perform worse than those who did.



PESTEL analysis

Before we discuss the PESTEL analysis for the mobility industry, we first need to understand what a PESTEL analysis is. A PESTEL analysis can quite simply be described as a framework or tool which is commonly used by marketers to analyze and monitor the macro-environmental (external marketing environment) factors that have an impact on an organization.

The results of such an analysis are used to identify threats and weaknesses which are used in a SWOT analysis.

The acronym stands for:

**Political
Economic
Social
Technological
Environmental
Legal**



The automotive Industry

is operating fully within the global marketplace. In other words, while vehicles are designed in one country, the cars may be manufactured in another and these cars, motorcycles, and car parts of the various automotive brands can be sold all over the world. For example, Hyundai is designed in South Korea, various car parts of the brand are manufactured in China and the cars are sold all around the world. Another example is Kia which is also designed in South Korea, but some of its models are manufactured in India, and the finished product is sold in countries around the world.

According to a study conducted by [Deloitte](#), the automotive industry will by 2025 be determined by a number of high-impact drivers. They identified four scenarios which may illustrate the future automotive value chain:

Data and Mobility Manager

The future is predicted to all about connectivity. E-mobility like battery and plug-in hybrid vehicles, autonomous driving, and integrated mobility will become the new reality for consumers.

Stagnant car maker

Lobbying on a large scale has prevented high-tech players from entering the market, but it has only slowed down technical development.

“The Fallen Giant”

This is a scenario where the car will only be a means of transportation and brand attractiveness will be diminished. As mobility becomes a commodity, the profit margin will decrease. Industry outsiders, like Uber, have entered the market, which limits the need for private car ownership.

Hardware Platform Provider

IT players have disrupted the market. Automotive manufacturers (OEM's) will mainly be suppliers of white-label cars to internet giants. With this scenario, OEM's can only play a relevant role if they provide a superior platform for “infotainment” and mobility services and/ or retain a strong randimage. The profit margin per vehicle will decrease.



These Drivers can be grouped into the following areas:

Social Change
Technology advancement
Economic shifts
Environmental trends
Political Developments

Now let's take a look at the PESTEL analysis of the automotive industry.



Political Factors

As always political factors do play a significant role in any industry where retail is involved.

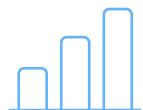
Governments around the world **enforce strict safety regulations** around the automotive industry. Manufacturers, for example, have to comply with specific build requirements, such as seatbelts, to ensure passenger safety. Politicians also take an interest in the environmental aspects surrounding the driving of a car, like carbon emissions. Manufacturers have to abide by Emissions Policies. This makes it more difficult to launch a new business in the automotive space, helping existing brands to maintain their place in the market. **Politics also play a role in the following aspects** which impacts on the Industry:

The Strength of IP Laws

Freedom of Trade

The state of the Public Transport Infrastructure

Data Storage



Economic Factors

Economic volatility can obviously affect the sales and profits of a key industry such as the automotive industry. The Global Financial crisis of 2008 is a case in point and so is Brexit, the US-China Trade War, and the impact of COVID-19. All of these have an impact on the global economy and subsequently on the spending behavior of the Consumer.

As a general trend, people all over the world are earning more money every year.

This means they have more disposable income to spend on luxury items such as cars and motorcycles. The demand for cars in certain developing regions such as some African states has increased as recent economic developments have only now made it possible for poorer households to afford their own car. The growing demand for motor vehicles leads to an increase in motor vehicle sales and the automotive industry can become profitable for its participants.

Volatility in key economies such as those of China and India however also impacts the industry as the industry is one of the biggest employers in the world.

Other economic factors are:

Infrastructure spending

Data Monetization

**Market control by
new players like
for example Tesla**

Sales channels

Buying vs. Leasing

**Place where the production of
the vehicle took place
(for example cars produced
in India and China are cheaper
than cars produced
in Western Europe)**

Corporate Valuations

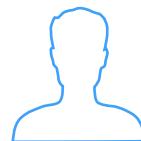
Financing options

Shareholder Interest

Growth in the Asian markets

Cost of capital.

These factors lie outside the control of the business owner and small companies need to adapt fast in order to stay in operation and to stay competitive. The way in which they adapt to these challenges will determine their ability to differentiate themselves from their competitors and their overall success in the industry.



Social Factors

Socio-cultural factors also have an inevitable impact on any industry and the automotive industry is no different. Nobody can deny that major social changes have taken place over the past decade. These changes also affected the demand for cars and motorcycles.

A person who owns a car

is still considered to have some social standing. In some places around the world like Europe and North America families can also have one or more vehicles. With the advent of driver-less vehicles and car-hailing services such as Uber, the marketplace is in the process of changing.

As these changes result in lower costs to travel, zero maintenance problems and other related benefits,

the trend seems to be shifting away from ownership of a vehicle. As tech-giants enter the car industry like for example Tesla, global automakers team up (like [Ford](#) and [Volkswagen](#)) that team up on self-driving and electric cars) to remain relevant in a market where consumer demands are rapidly changing.

Other social factors which play a role are:

Safety awareness

Competition for talent

Importance of Material Wealth

Ridesharing

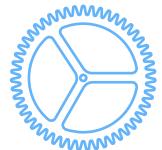
Trust in OEM's

**Pay-per-use models
(metered services)**

Degree of customization

Future standing of driving

Urbanization



Technological Factors

Sales, marketing, and consumer choices (the buyer's journey) are all affected by globalization, IT, and the internet. The internet has almost no borders (apart from authoritarian governments), which makes the buying and selling process much faster, more efficient, and more readily available.

The biggest technological shift

impacting the automotive industry is the development of self-driving technology. Automotive brands such as Tesla are already offering almost autonomous motor vehicles.

This doesn't necessarily have a positive or negative impact on the automotive industry, but manufacturers of conventional cars will have to change their business strategy in order for them to stay relevant.

Other technological factors that impact on the industry are:

Artificial Intelligence

Telecommunication grid

The stringency of cyber Security Standards

The capability of cars

Man-machine dialogue

Energy storage

Lightweight technology

3D Printing

Connectedness of cars

Source of Automotive Innovation



Environmental Factors

Consumers, especially with the advent of social media and the internet, are increasingly driven by the need to be ahead of the crowd. The global automotive industry is very dependent on ever-changing trends that keep these consumers happy.

Carbon dioxide is, however, one of the most serious Environmental pollutants,

and its also generated in large amounts by the automotive industry. These pollutants play a huge role in global climate change and the so-called greenhouse effect. Carbon emissions have however now gained a lot of global attention. We drive our cars sometimes daily, but it inevitably has a negative effect on the environment. Governments may soon be **imposing even stricter emission rules and tax-norms** and we may see the global car industry making a shift towards electric and hybrid vehicles which is more environment-friendly and appealing to eco-conscious customers.



Other environmental factors impacting the automotive industry are:

The polluter pays principle

Recycling technology

Pollutant-free production

Alternative Powertrains



Legal Factors

Just like any other Industry in any Country, the Automotive Industry is subject to Laws and Regulations. The Industry is subject to the same customs and excise, and taxation laws than any other industry in operation today. The same Labour Laws apply as well as import and export restrictions.

The problem is that a lot of brands outsource their work to other countries than where they originate from. It is well-known that cheap labor is available in Asia. Proper application of Labour Laws does not necessarily take place in these countries and working conditions are sometimes dismal.

The entire image of a brand can be negatively affected if something happens in the Asian part of the manufacturing supply chain and the country's laws start changing when a company or a car brand outsources its work to other Asian countries in search of cheap labor.

The issue of patent law and copyright

also affects the automotive industry. Some features like its brand or its shape can be protected by copyright, trademark, or patent laws. Recently a rising issue has been that of Chinese automobile manufacturers copying the designs of competitors in other countries. This will inevitably result in some conflict.

Big brands are therefore focussing more on ethics and compliance. The automotive industry is a very large employer and therefore has to abide by Labour Laws and any other common law applicable to conducting business. Environmental laws also need to be complied with. Other laws related to international trade agreements must also be complied with. [Safety Regulations](#) of the various countries must also be adhered to.

02

The Biggest
Obstacles
Faced by
Business
Owners
within the
Automotive
Industry



Significant changes took place in the automotive industry over the past few years.

Online retailers are growing in popularity and more and more people choose this option for their mobility purchases. The amount of revenue that can be created by taking your business online makes it a necessity. In order for your business to grow e-commerce should be an integral part of your retail business.

In making their purchasing decisions,

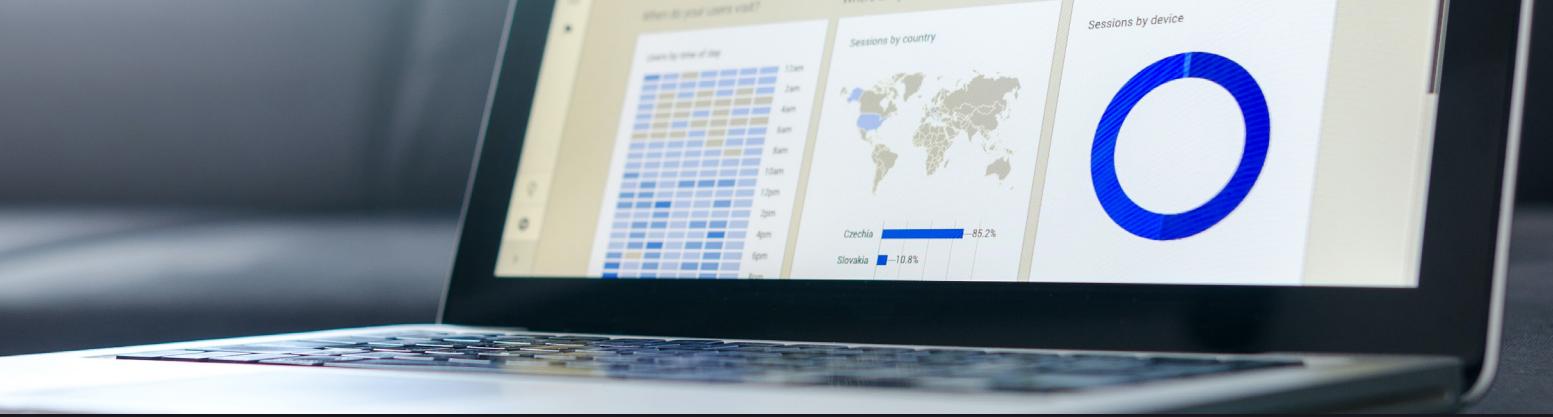
consumers are increasingly looking for a seamless and positive experience. And that applies to car shopping as well. In fact, nearly 70% of shoppers want to be able to configure a payment on a dealership website, and 83% of consumers surveyed, indicated that online buying technology would help them narrow down their vehicle choice and determine what is affordable.

Let's answer the question of whether or not you should take your business online (irrespective of the Industry involved):



**More than
80% of people go online
to review a product before
deciding to purchase it.
Review sites, blogs, and forums
provide a lot of information to
consumers and will influence
their purchasing habits.
If they don't find your business
online (product or service),
you stand the risk of losing a lot
of potential income.**

**If you decide to take
your business online-only,
you save overhead costs,
like rent and the payment
of salaries to salespeople
and managers. Taking
your business online
can potentially save you
thousands of dollars.**



The Internet is perfect for marketing.
Online marketing and advertising are a lot cheaper than Billboards and Radio and Television ads. You can also track your marketing efforts whilst the same can't be said of other traditional marketing methods.

You can reduce the carbon footprint of your Company as everything can be done electronically (people can work from home, leading to fewer carbon emissions) and stored online (which saves paper).

**Going online
and especially having an online
store (irrespective of the
Industry you are in),
means your business is open
for business around
the clock and every day
of the year.**

**You can build a much
better customer relationship
as customers will be able
to communicate with
you through social media
channels and your website.**

Your business can go global.
The Internet knows no borders
and if you have an online
business people everywhere
around the world can view
your products and services
online.

**You can even conduct your
business while you are on
holiday and with the recent
events in mind, while you are
in “lockdown”.**

These days, if a client or consumer looks for your website and doesn't find it, you lose credibility and they may go to your competitors who do have websites.

Now that you know it is a necessity and not a "nice-to-have" to take your business online, we can take a look at the top challenges in the online automotive industry as well as any other business owner that wants to take their business online.



Content: Photography/Videography

In order for you to distinguish your business from the others in any highly competitive industry, you need to know what your customers want.

Customers in the automotive retail business, in general, want to stand out from the crowd and they want to feel that they are unique. How do you as an online merchant accomplish that?

Customers and clients in other industries are also looking at the manner in which businesses are putting themselves forward on the Internet. Here it matters what the content of your website looks like and how your products and services answer the pain points of potential customers.

Think of the Internet as your shop front or the display of your services.

Tools like “Google-my-Business” adds to the effect. People don’t go to the yellow pages anymore, they visit websites, online business listings, and social media platforms. You can’t display your business properly if you don’t have a website. Even if you have a website, and you display tiny pixelated images and poor content, your customers will go to your competitors.

Visual experiences are regarded to be of great importance to the online consumer (in any Industry) and they need to view the product from different angles to be able to gather all the necessary information on a particular product during their online shopping expedition. With a services website, customer experience is equally important.

Online product presentations with

stunning photography or videography and **integrative image technologies** like zoom and 3D viewing, are important attributes of websites that sell cars and motorcycles as they provide visual product information.

To meet the challenge of providing the best possible online experience, the main barriers for small and medium online enterprises in relation to professional photography and videography is the high cost of purchasing or leasing the equipment. Uploading high-quality images and videos of your products and services are, however, a requirement.

Low-quality images and videos can damage your brand's image.

Statistics have proven that 62% of consumers have a negative perception of a brand after experiencing a poor-quality video, while 60% no longer want to engage with the brand and 23% hesitate to make a purchase. A low-quality image or video can make your business seem to be of a low quality itself.

Taking good quality images and shooting high-quality videos can however add up and make it impossible for a small and medium-sized business owner to afford.

Let's have a quick look at the costs involved in conducting a photoshoot.

Photography Fees

Session
\$50 to 300 per hour

Prints
\$24 to 76 per
8x10 inch print

Licensing Fee
10% to 100% of photo
production fees

Digital image files
\$200 to \$1,500

Travel Fees
\$25 to \$200 based
on distance

Retainer Fees
50% of the project

Photo editing
\$25 to \$150 per hour

To rent the Photography equipment

and do it yourself can be even more expensive as you need to rent the right type of camera, like Canon or Nikon and the various lenses (you use different types of lenses for different angles) and the support gear like lighting equipment, tripods, backdrops, etc. These kinds of **rentals** add up to separate prices for the separate gear.

Let's look at what it costs to rent a camera with two lenses and a tripod.

**Canon EOS 5D
Mark IV Digital SLR**
\$125.00 for 7 Days

**Canon EF 24 70 mm
f/2.8L USM II Lens**
\$61 for 7 days

**Canon EF 50 mm
f/1.2L USM Lens**
\$58 for 7 days

**Sachtler Ace M
Fluid Head Tripod**
\$75 for 7 days

When considering other Industries

(retail and business), you need to know what professional photographers charge.

Photographers charge between \$25 and \$500 per hour. Prices largely depend on their skill level and what type of event they are shooting. Extra costs include travel time, prints, digital image files, and photo editing fees.

A photographer's **day rate** can be anything between \$300 and \$3,000 depending on the number of hours worked on the project, the number of hours to do the setup, and how many images the client requests.

**Per image, the
photographer can
also charge you
between \$150 to
\$500.**

In the services industry, you need professional portrait photographs taken of the owner and other people who play a pivotal role in your business. A [portrait photography](#) session can cost anything from \$150 to \$500.

For any product photography session (fashion, food, vehicles, furniture, and any other retail products), photographers charge between \$35 to \$170 per image.



As a small and medium-sized business owner,

you are probably already cringing and you are not to blame. The costs of renting the lighting (strobes and continuous lighting), flashes, light stands, and camera mounts and insurance have not even been included in the above pricing table.

Renting the right kind of video gear is even more expensive, for example renting a [Canon XC15 4K Professional Camcorder](#) amounts to \$141.00 for 7 days and then you also need to add additional equipment like lighting and tripods.

Renting a Photography Studio

In order to do your product shoot, you will need a controlled environment with the right models and the right kind of props which will add to further costs.

You will need to rent a studio that is flexible and meets your needs and vision. To [rent such a studio](#) can range from anything between \$100 an hour to \$500 an hour.

In order to take your photos with the right kind of lenses and lighting and shooting your videos at the right kind of angles, you will need a proper understanding of the equipment and once the photos have been taken and the videos recorded, you will need the technical know-how to process them. For this, you will also need very expensive software like [Adobe Photoshop](#) which comes at a price of between \$11.49/month and \$60.94/month.

When one considers the PESTEL analysis above and from that take the fact that car and motorcycle designs and attributes change regularly, you may have to multiply these costs by at least four times. These costs alone make it almost impossible for a small or medium-sized online car and motorcycle dealer to make a profit.

We will now discuss the other requirements to set up a successful online retailing business.



Design

The online stores of car dealers are extremely competitive in nature. They have to not only compete with large established brands like Mercedes Benz, but also with the smaller more “mainstream” mobility brands like Toyota, Kia, and Ford. All of these brands (including yours) are vying for the attention of online shoppers.

The websites of the best car brands, irrespective of whether they are big or small have **some things in common**:

**They visually
communicate with
their customers in a
very effective manner**

**They sell
a specific look**

**They all use product
and category descriptions**

**Their “About page” is
appealing and tells
a story**

**They don't sell
products on their
Home Page**

**New Products
are introduced
on a regular basis**

**Customers are invited
to be part of their
community**

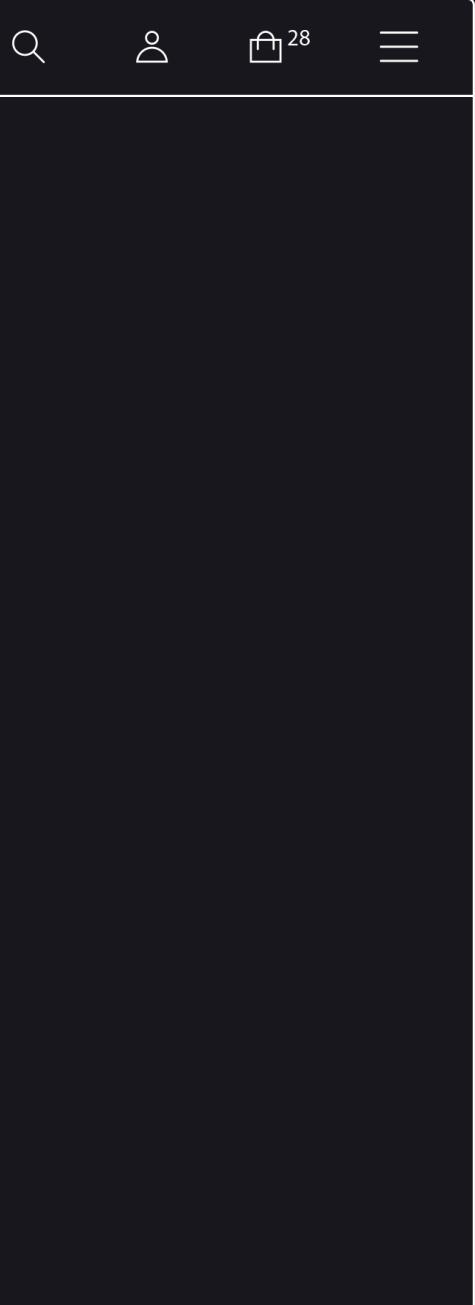
**Shoppers don't have
any difficulty in finding
and buying the right car
for them**

**Customer Reviews
are leveraged to sell
their products**



By now you would have realized

that an online shop is a necessity and beautiful content is a requirement. To post that content can't just be limited to a Facebook and Instagram Page. You need a beautifully designed website, with e-commerce capabilities and a look that makes it stand out from the rest.



How do you get a Website that meets all of these requirements?

In general, you will have to approach a website design agency that is able to design your website and develop it to have the e-commerce capabilities you need.

Website Design Agencies do not come cheap. On average, the design and development of an eCommerce website (irrespective of the industry) cost [between \\$20,000 and \\$210,000](#).

These costs are for the basic type of e-commerce website and do not include custom features like a search functionality or monitoring stock levels, which are all features that an online car retailer will need. You will also not have a beautiful website with the banners and customer engagement capabilities that other brands have.

It is safe to say that the costs involved in designing and launching such a website are almost insurmountable for small and medium-sized businesses and can be regarded as one of the biggest stumbling blocks of launching your new motor vehicle retailing business.

Technology

Why would you need to hire a Website Design Agency in the first place? The fact of the matter is that most people starting out with a new business (other than a Website Design business) do not have the necessary coding knowledge or the time to figure it out.

Let's say you do decide to do it yourself. You will need to firstly decide on what the look of your website (regardless of whether it is for retail or services) should be, browse the various online stores selling website themes, and then you must buy a license to use that theme which has to be renewed on an annual basis. Now you have to learn to incorporate platforms such as WooCommerce with your new theme.

None of the themes bought off the shelf have all of the features that a professional-looking online retail shop or business needs. You will have to learn PHP, HTML, and any other necessary coding language and do it fast because every day that passes is money down the drain. In the end, you will decide to go the Agency route which brings you back to square one and all the costs discussed under "Design".

The Alternative to a Professionally Designed Website

The alternative to a professionally designed website is to choose a generic shop system subscription. This subscription-based shop system usually comes at a monthly rate. Shopify, for example, charges anything from between **\$29 per month to \$299 per month** that doesn't allow you to personalize your website without paying developers on top - so ultimately there are a lot of hidden costs involved.

The problem with choosing to go this route is that such an option does not allow for any personalization and within a competitive market, your business will fade into the background. You will consequently have to hire a developer, in any event, to help you to make your site more competitive.

The Hidden Costs

There are a number of hidden costs that new business owners may not be aware of when they decide to design and launch a new website.

These are:

You need to purchase a Domain Name. That is the name that comes after the www. (like www.google.com). A domain name is used in a URL to identify your web page. Choosing a domain name is very important, not only to identify your business but for search engine optimization (SEO).

There are different domain name extensions. The most popular one is .com. This is also called a top-level domain and is obviously the most expensive. There are many other options like .org, .net, .tv, .info, .io, and more. If you want to buy a domain name that somebody already owns, it may cost you a lot of money. Alternatively, you can buy a brand new domain name. The average cost for a brand new domain will typically be anywhere from \$10-12, depending upon the registrar you choose and the length of your registration contract. The domain has to be renewed on an annual basis.

Website Hosting

In order for your website to be active on the Internet, you need to have website hosting. A **web hosting company** makes it possible for your website to be accessed by everyone on the internet. You can, for example, buy shared server hosting space or dedicated server hosting space. Hosting companies are, for example, Bluehost, HostGator, GoDaddy, etc. Shared hosting costs anywhere from \$2.75 – \$15/month, and dedicated **hosting costs** between \$80 – \$730/month. It will depend on the size of your website and more importantly the speed and uptime of your website, what kind of hosting package you will need to buy.

For hosting you also have a cloud-based solution that you can consider, or you can have a physical server that stores and runs all your data. Physical servers can be very expensive and require a lot of upfront costs so it doesn't make sense for business owners starting out or that are just growing their business.

Cloud-based solutions give you more benefits since users can access the application from anywhere over the Internet. Business owners, therefore, do not have to worry about hosting & data security and are not tied to a specific device. Maintenance and software updates are also done automatically. The benefit of cloud hosting is also that your website stays intact and doesn't stand a chance of "breaking" or going offline. Cloud-based services are provided by companies such as Amazon, Google, or Microsoft.

An SSL Certificate

If you don't want your website to be blocked by Security Software or search engines like Google Chrome, you will need to get an SSL certificate. Your website then gets that **little green lock in the URL bar** of a browser.

This is also required for any website handling financial transactions, or where users need to login to the website. As your website will be an online mobility retailing site, you will be required to get an SSL certificate. The **costs for SSL certificates** range from free to \$450 per year, with an average price of around \$50.

Plug-Ins, Updates, and Templates

Content Management Systems (CMS) like WordPress come with limitations. There is always a need to customize the general template. Costs are incurred for the buying of:

A Theme

The license of the Theme

Plugins for functionality

Website security

Website Maintenance

**(WordPress, the themes and plugins
need to be updated regularly and the
security of the website also needs
regular maintenance and updating)**

The installation of

WooCommerce functionality

The integration of Payment Gateways

All of the above products and functionalities come at a price. The price also varies in relation to the fact whether you purchase a basic or a pro version. The price will depend on the type of functionality and the quality and look of the website.

Search Engine Optimisation

As a business owner, it is very important that you are aware of the importance of search engine optimization (SEO). If you want to **boost website traffic**, reach more customers, and increase conversions on your website, SEO is a necessity. You do that with the strategic use of keywords, URL names, page titles, meta descriptions, headings, and site content. Agencies **charge on average between \$400 and \$10 000** for an SEO Project (optimizing your website for search engines).

Alternatively, you need to make use of SEO Plugins like Yoast, where the license (which has to be renewed annually) comes at \$89. In respect of Yoast, it will be a necessity to purchase the Premium version if you want to save a lot of time, and if you want accurate Content insights.

Digital Marketing

SEO is part of Digital Marketing and has been dealt with already. According to [Investopedia](#), “digital marketing is the use of the Internet, mobile devices, social media, search engines, and other channels to reach consumers.”

There are 8 types of [digital marketing efforts](#) that can be utilized to market your business. These are:

Website marketing
(Designing and launching a professional website)

Pay-per-click advertising
(Google AdWords)

Content marketing
(SEO)

Email marketing
(for example MailChimp)

Social Media Marketing
(Facebook, Twitter, and
Instagram Ads)

Affiliate Marketing
(Influencers promote other
people's products for money)

Video Marketing
(YouTube, Facebook Videos,
IGTV and TikTok)

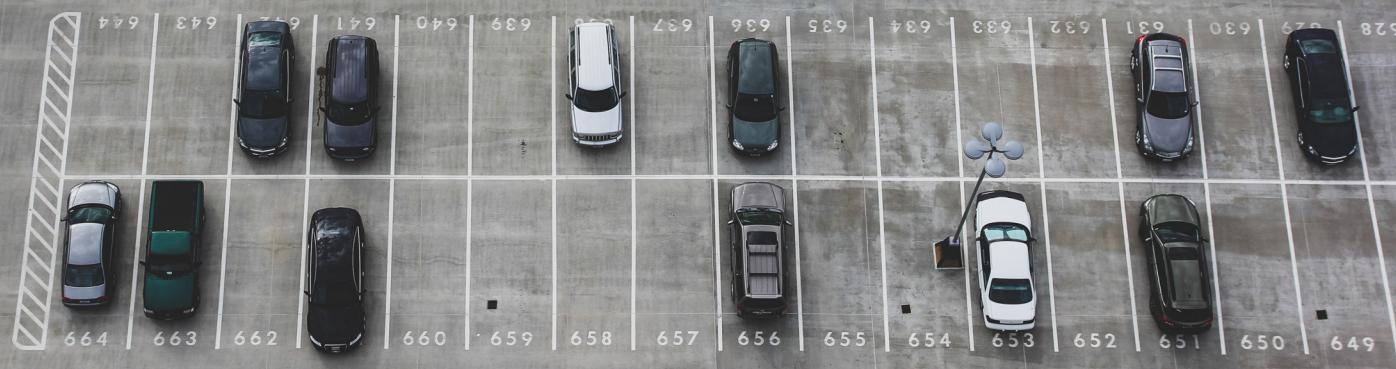
SMS Messaging

For marketing and driving traffic to your website

you either have the knowledge and experience of running paid advertising on channels like Facebook, Instagram, Google, Youtube, Linkedin, Pinterest, Twitter or you have to hire a marketing agency or a freelancer to run the ads for you.

The average digital marketing **budget ranges from anything between \$30 000 to \$145 000.**

In addition business owners need to deal with Google Analytics, Social Media Analytics, retargeting traffic, and setting up a marketing/sales funnel.



Logistics

An online car and motorcycle retailer in most cases can't serve their end-customers on the Internet without overhauling their existing logistics network. The challenge is to meet high customer service expectations at relatively low costs.

E-retailing has different fulfillment characteristics from traditional offline retailing. E-retailing demands an agile, high velocity, accurate, and customized approach to logistics. The typical customer is, for example, someone who buys something on impulse or according to seasonal demand, price, and convenience. You will have to ship that order to the customer anywhere in the world. Tracking the information of the shipped products at any given time along the supply chain has its own challenges and then you will also have to deal with customer inquiries and product returns. This must all be done at speed at far lower costs compared to traditional shipping and fulfillment.

Logistics can, therefore, be extremely time-consuming if you don't have your own fulfillment process set up because you have to ship everything yourself. Once you start to scale your business the handling of the logistics becomes unsustainable. On top of that if you don't have a logistics provider you have to pay for storage and shipping which is also expensive.

Payments

A [payment gateway](#) is a service provided to online merchants. It processes credit card payments for e-commerce sites. Popular payment gateways include PayPal/Braintree, Stripe, and Square.

There are generally three kinds of payment gateways:

Redirects (PayPal)

**Checkout on site,
payment off-site**
(Stripe - the front-end
checkout occurs on your site,
but the backend processing
happens through
Stripe's back-end)

On-site payments
(the checkout and payment
processing all happen on
your site)



As an online retailer,

you know that every variable counts. Retail has a [cart abandonment rate of 75%](#). As a business owner, you consequently need to make any improvements you can possibly make to the shopping experience of your customer without negatively affecting your bottom line.

Integrating a wide range of payments to your website increases your conversion rate since it grants potential customers more options to choose their preferred payment method.



Statistics/ Data

Analyzing and storing data and statistics can be expensive and can require software or programs that will allow organizations to take advantage of the data they possess to uncover business opportunities and increase revenue. Software such as Capterra will, however, cost business owners additional money over the costs they already need to incur when they launch their business online.

Analytics

The retail business is incredibly competitive. Keeping up with industry trends is consequently essential to stay ahead of the market particularly in such an omnichannel business space as online retail.

Retailers are also supposed to be very customer-centric and they are therefore under constant pressure to improve customer service and to retain them for longer periods.

It is for this reason that retailers need analytics. They need to be able to understand business information and gain meaningful insights to be able to overcome any challenges by making data-driven decisions.

Retail analytics is the process of studying retail business information and providing actionable insights on the various critical aspects of retail, such as supply chain, inventories, customer demands, and more.

It is evident that analytics requires experience and technical know-how to be able to use your existing statistics to make data-driven decisions. This costs more time and money. Should you decide to hire a freelance data Scientist to do the job for you, the average project can cost you **up to \$400**. Should you, however, decide to do it yourself, the average costs of Business Intelligence Software are **about \$3,000 per year**.

3rd Party Solutions

An **omnichannel** is a multichannel approach to sales that seeks to provide customers with a seamless shopping experience, whether they're shopping online from a desktop or mobile device, by telephone, or in a brick-and-mortar store.

Being able to integrate 3rd party solutions into your online business is also important in order to guarantee that you have all your preferred solutions available on your website. These integrations include Payment Gateways such as PayPal and Stripe and integration with shopping platforms such as Google Shopping, eBay, and Amazon. These integrations will allow you to become a successful omnichannel retail seller.

03

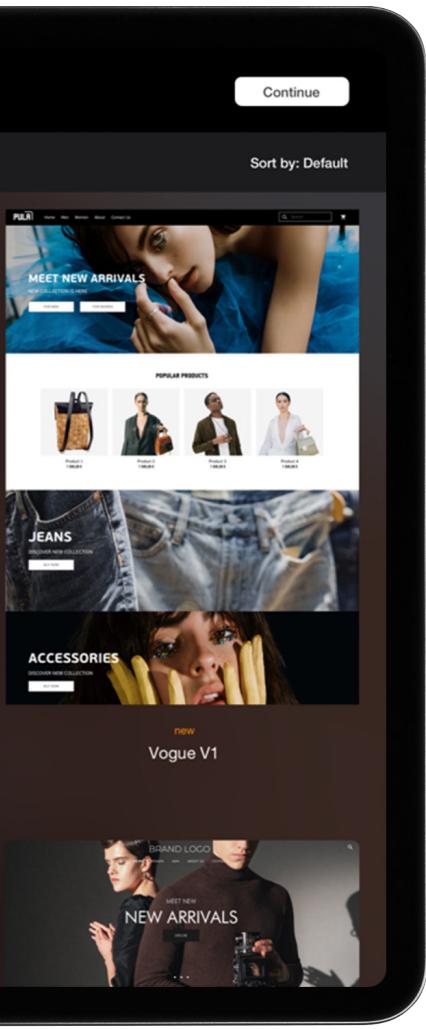
**Inspirational
Solutions
Offered by
payever to
Business
Owners
within the
Mobility
Industry**

Who and what is payever?

Founded in 2013, payever started with the simple idea of creating an all-in-one business solution for People and Businesses to buy and sell their products online with the minimum hassle and the maximum success.

payever has the right solution for any business of any size and any industry which include:

**Enterprise
Fashion
Mobility
Home
Electronics
Beauty
Sports
Toys
Family
Household
Travel**



Today it is a successful Open Commerce Platform

which allows their Customers from around the world the opportunity to create their fortunes without having to create a significant business infrastructure.

payever is a unique commerce solution that covers the [entire sales cycle](#), from online shop and point of sale software to payment, customer relationship management, marketing, inventory, and shipping tools. All of these solutions to the obstacles discussed above, interlock seamlessly.

When you start using payever, you have all the departments at your fingertips, which large retail businesses have after years of trading. You can also scale your business at any stage and with comfort. When your business grows, the intuitive platform just grows with you. payever prides itself as an intuitive Business-centric Platform that offers the right solution for businesses of any size and in any industry all on one platform.

What makes payever unique?

Everything you need is on one single dashboard which changes the way you do business.
The Platform offers:

**You can build
your online shop**
(no matter what kind of
industry your business is in),
without any knowledge of
website coding.

**You can allow your
customers and clients**
to pay on any one of their
own devices (mobile, tablet,
laptop, or desktop computer)
using the payever
Self-checkout function.

With payment gateways (PayPal, Stripe, SEPA, and many more) already integrated onto the Platform, you can offer any payment option your customers could possibly desire. This limits “cart abandonment”.

You will be able to retain your customers and clients by sending them personalized offers and newsletters online.

**payever Studio
is fully equipped**
to offer you a Photo and Video studio without you having to rent one yourself. Professional photos and videos are taken of your products (in any retail Industry) without you having to rent or buy the equipment. We do everything for you. It's professional studio photos and videos without the Studio! Professional portrait photographs can also be taken in our studio or at your place of work.

Logistics and shipping
methods are already
integrated onto the Platform.
You can manage your
shipping, connect to carriers,
and get auto-filled shipping
labels all on the same
Platform.

You will be able to manage
and track your inventory
across all of your sales
channels.

Using the same Platform
where your independent
online shop is situated, you
can also sell your products
on Amazon, eBay, and add
many other third-party
solutions.

As a small and medium-sized business owner, you don't have the time for marketing. Let payever do it for you. The same platform continues to surprise and delight business owners. With payever, you can run ads on Google, Facebook, and Instagram.

You can also analyze
and segment your customers.

Synchronizing your
communication
is a breeze with payever.

**You can basically
run your entire online
store with just one click!**
payever already
has more than 5000
merchants and
business owners who
use our platform for
business success.

**With payever mobility,
you can enhance your
existing car dealership
with everything you
need for the whole sales
process. This saves time
and you don't have to
hire new employees.**

**payever is your one-stop
solution for your
b2b business.**
From product pictures
and designs
to the technical
implementation of your
shop, marketing, and
logistics.

With payever you have everything for
your business available on one Platform:

**Zero Coding
required**

**Great Design
provided**

**Hosting & Support
Included**

**Fair Pricing
which is affordable**

**Customers can pay via
SMS or Email**

**All payment options
are already integrated**

**All-in-one Solutions
to any of the obstacles
set out and discussed
above**

A Simple to Use
platform

Your tablet
can become your till

Mobile Responsive
displays

Customers can pay
via QR Code

You can connect your business to anything (Payment Gateways, Couriers and logistics, business analytics and statistics)

You can become an omnichannel business (payever provides the opportunity to connect your online store to eBay, Amazon or Google Shopping)

You get world-class support from a platform that has been designed and developed in Germany.

Your and your customers' data is protected.

I felt so alone and unsupported until I found payever. Basically they did everything for me. They were so helpful and knowledgeable and seemed to know about all the problems that small businesses face. After talking with them was when I really felt comfortable. I felt that my dreams had come true. They could help me with all the problems I faced, from website design, photographing my products, and uploading them to doing digital marketing. I would definitely recommend payever. I believe that every small business owner needs them.

- Beryl Amar-Aigbe, Story London.

Let's take a closer look at all the solutions offered to business owners by payever.

04

The Business
Solutions you
Dreamed of
all on one
Platform:

Content:
Photography/Videography



payever Studio

As can be seen from our discussion of the obstacles business owners face, shooting professional photographs and videos requires a lot of expensive equipment. You need a camera, lenses, lighting, tripods and the right space to do the product shoot. You can, however, save the entire costs and effort with payever Studio. It's all on the same Platform you registered on to start your journey to business success.

payever invested a 5 figure amount in a fully equipped professional studio to be able to provide world-class, professional photography and videography for customers interested in shooting not only their individual products but also the content of their website and their team.

We invested in state of the art equipment ranging from:



Cameras
(a Sony a7iii camera
and a Blackmagic 4k
pocket cam allowing
RAW footage)

Lights
(Broncolor lights)

Lenses

**The studio setup
(the entire studio
infrastructure inclusive
of multi-colored
backdrops)**

**On-site photography
and videography**



In the mobility sector, in particular, images and videos are essential for modern online businesses.

Our professional photographer comes directly to you and takes pictures and videos of your car dealership, your team, vehicles, and accessories.

payever also has a team of post-production Editors so that clients have full access to the shooting and processing of top-quality photos and content. Clients of payever are consequently able to display their products in a professional manner and at the most affordable price possible.

With payever Media, businesses will also have access to a database of content produced by payever that will give them content to use for their brand, ads, and social media.

Design

As discussed under the obstacles to the small businesses above, the online stores of retailers are extremely competitive in nature.

payever has created on its Platform a wide variety of state of the art designs. We have literally adapted the highest converting online shops per industry and created personalized themes from them for your individual brand.

Our team of website developers and designers around the world has analyzed hundreds of the most popular websites per industry and we've taken all of this information to provide you with a countless number of proven themes that will be able to drive conversion and sell products in the automotive industry. Yes, you are still on the very same Platform that you registered to start your journey. Photos and videos have been taken of your products and now a professional and modern website design of your online shop is made available to you at a fraction of the cost of hiring external designers or website design agencies.

With your website and online shop designed by payever you get:

Cloud Hosting

An Individual Design

A modern online shop

An SSL Certificate

**The Plugins and
Themes you want
and need.**

**High-speed
loading of products
and virtually no
downtime**

Technology

payever Shop

payever Shop provides the best customer services to your clients. You can literally build your professional online shop at the speed of light, without a Design Agency and with no knowledge of coding.

The most stunning themes are available for every kind of product that you sell. With just a few clicks your online shop is ready to trade!

Texts and objects can be inserted and edited easily and images and videos can be inserted, exchanged, or deleted with just one click. As a merchant, you can create and link any number of pages and subpages as well as assign names and URLs for all subpages manually which is important for SEO. The shop is cloud-based so all maintenance and updates are taken care of. Technical support is included and there are **no hidden costs** on top.

Browsers are turned into buyers with the widest variety of tools (already integrated onto the Platform) available at your fingertips and with our competitive pricing structure you only pay for what you use.



payever Point of Sales (PoS)

With payever PoS, you simplify life for yourself as a merchant. The system which is fully integrated onto the Platform (yes! You are still on the same Platform), is convenient, simple, and practical to use. There are no queues, waiting and bad service and you have more time left for your customers. With cloud computing you can use it virtually anywhere you go. It's ready and available at your fingertips. Customers can actually pay on the go!

The PoS allows for the following:

Merchants can offer all payever payment methods (remember all the Payment Gateways that are already integrated onto the Platform?) at the point of sale without special hardware.

**Customers can use
their phone or a tablet.**

**Transactions processed
via the PoS
also appear under
payever Transactions
and are tracked in
payever Products.**

**Your tablet can be used
as a modern point of
sales system.
QR codes are available
and can be used to direct
your customers to your
website for checkout.**

**Payment links are sent
directly via SMS or
email.**

**It seamlessly integrates
your offline business
with your online
business without the
need for additional
hardware.
It's self-checkout
so won't have the
necessity to buy a card
reader or any other
accessories.**

Your customers can either complete the payment directly on your tablet or computer, or on their own smartphones.

Your customers receive proof of payment by email.



payever Products

payever Products is a practical tool for inventory management, which allows for (yes, you are still on the same Platform):

**You can create
and upload all your
products**

**You can automatically
track your inventory.**

**Whenever you sell
online, offline, or
withdraw an item,
your inventory is
automatically adjusted
Sold out products are
made invisible.**

**You can automatically
synchronize all your
inventory throughout
all sales channels all in
one place.**

**You won't have to
manually update
inventory and keep
track of what you've
sold or where you've
sold it.**

**You can manage and
track your inventory
across all of your sales
channels.**

Marketing

payever has a motto: "We are your one-stop solution for your mobility business. From product pictures and designs to the technical implementation of your shop, marketing, and logistics. All our solutions come with an all-round service, so there's no need to hire an agency!"

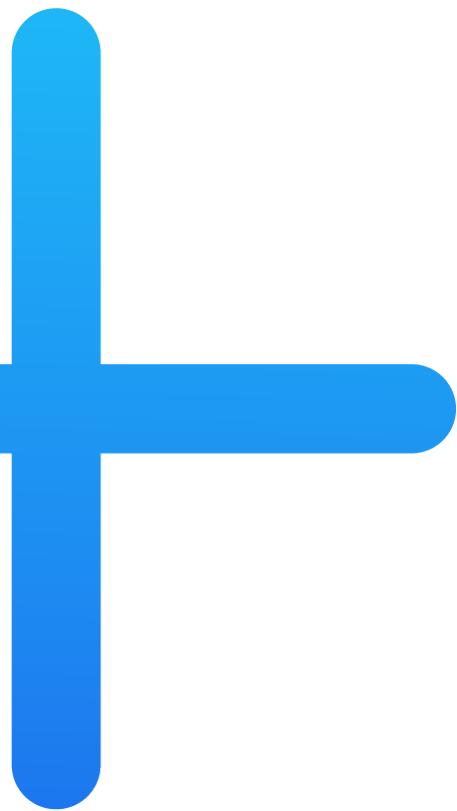
With this motto in mind, let's take a look at what payever (yes, you're still on the same platform and we're right there with you), offers in terms of Marketing solutions:

We offer:

**Automated marketing
to new and existing
customers.**

**With payever,
we help you gain
new customers for
your local and online
business automatically
and without technical
understanding via online
marketing channels.**

**We help you to sell
more to your existing
customers via personal
offers and automated
reminders.**



payever Social

We manage your social media content strategy by leveraging the content we produce for your business using payever Studio. We also distribute the content for you throughout all of the major social media channels so you can keep brand awareness up to date.

Ad

payever Ads

We run ads for businesses throughout the relevant channels (inclusive of Google and Facebook) either by using your own content or the content we produce for you with payever Studio. payever Ads not only includes setting up and running the ads themselves but the system also handles retargeting and the analytics behind it.



payever Mail

Email marketing is still considered to be one of the most successful online marketing channels. With email marketing, you can segment your customers into different lists based on their preferences to send personalized content. This is not always easy to do. You must know the right way to set up a campaign and also how to segment your subscriber lists. While you are still on the same Platform, payever helps you to create your newsletters, set up personalized offers, and sell your products directly via Email - without you having to code anything!

You can create, manage, send, and analyze your email campaigns without any coding skills. With a simple drag-and-drop feature, you can:

Pick from a large variety of design templates.

**Profit from the
experience of our
professional designers
and get modern and
appealing designs for
your email campaigns.**

**Add pictures
and videos.
Simply upload an image
or video and position it
with your mouse.**

Create objects.

Edit texts.

Add Products.

The emails are optimized

for mobile phones so that you can send emails and newsletters that look good on all devices. You can also schedule your campaigns and send your emails even when you're not at work. Our system makes it easy to manage your email campaigns.

Retain existing customers by sending them personalized offers with the existing data you have in your shop. payever Mail allows you to segment your clients and send them personalized offers based on data so that you can increase re-purchases.



Logistics

You are still on the payever Platform. With payever, we help you with everything needed for your shipments. Choose your preferred parcel service and print your shipping and return labels by simply clicking a button or you can commission us with the entire fulfillment process - from shipping to returns. With payever shipping:

**You can manage
the shipping of
your products**

Connect to carriers

**Get auto-filled
shipping labels**

MERCHANTS CAN TRANSFER TRANSACTION DATA TO SHIPPING PROVIDERS

through an interface, giving them an automatically filled shipping label to print in seconds. We also have our own storage and fulfillment center so once you make a sale our integrated software directly fulfills your order without you having to do it manually.



Hosting

Remember that when we discussed the obstacles, we mentioned hosting your website and online store, as one of the obstacles which business owners face.

In order for your website to be active on the Internet, you need to have website hosting. The problem with shared hosting is the inevitable downtime your website faces as well as throttling by the hosting company when they think you have exceeded the time that you are entitled to as only one of many other website owners on a single shared server. This affects the time you are afforded to upload your stock onto your website.

We also mentioned website security when we discussed the various obstacles business owners face. With a shared server, you will need to install security plugins and manage the security of your site so that hackers don't get access to your and your customers' data.

With cloud hosting all these problems go away.

Your website stays up and you have access to it 24/7 no matter where you are or what kind of device you are using.

payever runs the platform (still the same one which you have not left since you have registered) on the Microsoft Azure cloud so that all security, maintenance, updates to the software are done automatically. You don't have to waste even a single minute of your precious time to worry about setting up servers or doing website maintenance.



Payments

With payever Checkout (you're still on the very same Platform), you can accept a wide variety of payment options in your online shop without any complicated integration plugins and processes.

It is a simple fact that 88% of customers cancel the checkout process when none of their preferred payment options are available. With payever Checkout, you have the widest variety of payment options to offer your client already integrated onto the Platform.

A long and complicated process can induce your customers to drop out. With our user-friendly Checkout, you won't lose a single customer again! Your customers will be able to complete the checkout with just a few clicks.

The system is easy to use, optimized for mobile devices, and customizable for you to use your own logo, steps, fields, and buttons.

payever Checkout bundles a wide variety of payment options and providers in one tool. This means you'll need to integrate only once and the user interface will look exactly the same regardless of which payment option your customers choose.

Your customers' payment data is guaranteed to be safe and there are no additional transaction fees and no fixed monthly fee.

payever Checkout allows you to provide a wide range of payments for your customers, including installments. We allow the possibility to offer Stripe (Credit card and direct debit), PayPal, Sofort, Santander Installments, Santander Invoice, and Santander Installment Factoring.

Statistics/data

With payever Statistics:

**We can analyze all
data for you so you
can make data-driven
decisions for your
business.**

**We can provide
integrations with
Google Analytics**

**Our system also
analyzes your existing
customer data so that
you can make informed
business decisions.**

Third-Party Solutions

Do you want to scale your business and go big? With payever (you're still on the single Platform) you can do that and more. With payever Connect we provide a modular solution that will enable you to also sell on the big marketplaces like eBay, Google Shopping, or Amazon.

With payever Connect and our integrations with external solutions, you can become an omnichannel business.

The Business Solutions you Dreamed of all on one Platform:

payever is your online Powerhouse.

With payever Mobility, you can enhance your mobility business with everything you need for the entire sales process available on one single platform. You can launch your business, get it online, and start selling with one click and it doesn't stop there. With payever you can photograph and upload your products, market and sell them and ship them anywhere in the world. When you go to sleep at night, you know your stock levels and you know your business statistics. You can scale your business and literally connect to anything, including Google Shopping, eBay and Amazon!

Beryl Amar-Aigbe summed it up:

They could help me with all the problems I faced, from website design, photographing my products, and uploading them to doing digital marketing. I would definitely recommend payever. I believe that every small business owner needs them.

**Do you want
to start using
payever?
It's easy and more
than affordable:**

**You can run your
entire business with
just one click. The
affordable pricing
starts at 29€.**

payever provides 4 Packages for you to choose from.
No payment upfront, no risk - you only start paying
once your shop is up and running:

Essential
(for beginners)
at 29 Euros per
month with 2%
transaction fees.

Plus
(for growing
businesses)
at 79 Euros per
month with 1%
transaction fees

Pro
(for Professionals)
at 299 Euros per
month and 0,5%
transaction fees

Enterprise
(for Enterprises)
at an individual
quoted price and
transaction fees

Just to summarise what you get by registering with
payever:



payever Studio

The professionals take photos & videos. You can showcase your products just the way you want them, regardless of their size. Detailed shots or all-round views of products like cars, or a complete overview of your car dealership - our professional photographers can provide all this and much more for your online presence. For a more straightforward process, we can visit you directly on-site with our studio equipment.

payever Design

A web design just for your business designed and developed by our creative website designers will create a personal and modern online presence for your business. Based on proven designs of the websites of well-known brands, an individual adaptation of your web design is possible.



payever Point of Sales

You can turn your tablet or PC into a modern payment system, and there is no need to buy a card reader or other accessories. Your customers can either complete the payment directly on your tablet or computer or their smartphone. Your customers receive the payment confirmation by email.

payever Marketing

With payever's automated marketing, we help you gain new customers for your local and online business without any technical understanding of the online marketing channels. Also, we help you to sell more to your existing customers via personal offers and automated reminders.



Ad

payever Ads

We create ads on Google, Facebook, and Instagram to attract new customers, and we use search engines and social networks to get potential customers' attention. With payever Ads, you can control your ads and budget across all marketing channels in one place.



payever Logistics

We handle the entire logistics process via our partners. With payever, we help you with everything you need for your shipments. You can choose your preferred parcel service and print your shipping and return labels by merely clicking a button, or you can commission us with the entire fulfillment process - from shipping to returns.

The payever Platform provides everything you need for your business:

**Zero Coding
required and
Great Design!**

**Head over to
getpayever.com
and register.**

**If you start
now there is no
payment upfront,
no risk - you only
start paying once
your shop is up
and running.**

