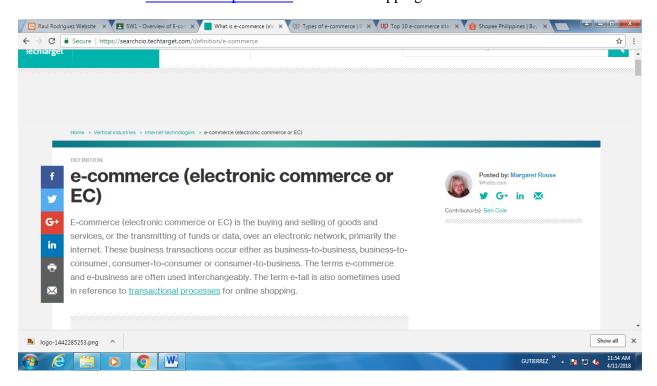
# SW1 – Overview of E-commerce

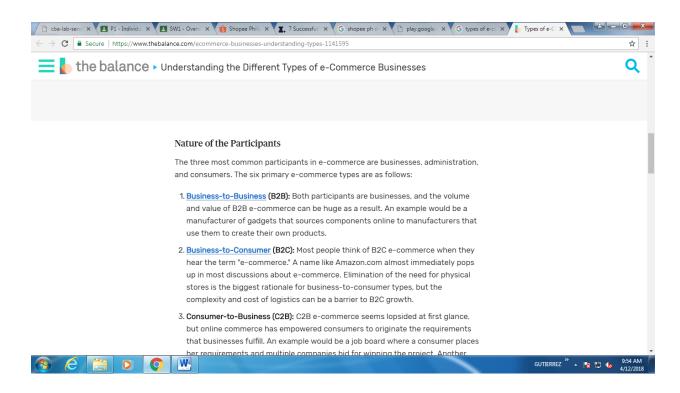
#### PART 1

1. E-commerce (electronic commerce or EC) is the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the internet. These business transactions occur either as business-to-business, business-to-consumer, consumer-to-consumer or consumer-to-business. The terms e-commerce and e-business are often used interchangeably. The term e-tail is also sometimes used in reference to transactional processes for online shopping.



### 2. Shoppee – <u>B2B & B2C</u>





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#### PART 2

1. E-commerce company name: Lazada Logo:



2. Lazada.com.ph is part of Lazada Group which operates Southeast Asia's number one online shopping and selling destination in Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam. Pioneering eCommerce in the region, Lazada provides customers with an effortless shopping experience and retailers with simple and direct access to the largest customer base in Southeast Asia.

#### **One-Stop Shopping Destination**

With hundreds of thousands of products across categories including health and beauty, home and living, fashion, mobiles and tablets, consumer electronics and home appliances among others, Lazada is the place to visit for all your shopping needs.

Besides an extensive selection of international and local brands, you'll also find exciting products that are available exclusively on Lazada.

#### **Easy and Accessible Shopping**

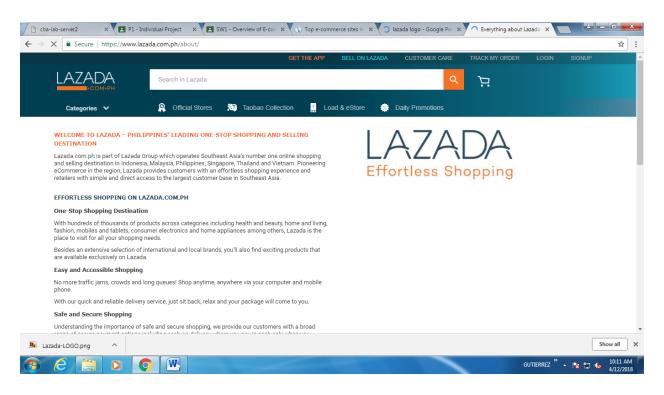
No more traffic jams, crowds and long queues! Shop anytime, anywhere via your computer and mobile phone.

With our quick and reliable delivery service, just sit back, relax and your package will come to you.

#### Safe and Secure Shopping

Understanding the importance of safe and secure shopping, we provide our customers with a broad range of secure payment options including cash-on-delivery, where you pay in cash only when you receive your package.

Be assured of product quality and authenticity: All purchases on Lazada are guaranteed to be genuine products, new, not defective or damaged. If it is, simply return it within 7 days for a full refund under our Buyer Protection Program.



Lazada – B2B & B2C

### 3. Lazada SWOT Analysis

### **SWOT - Strengths**

- -reduced labor costs
- -experienced business units
- -high profitability and revenue

#### **SWOT - Weaknesses**

-future cost structure

### **SWOT - Opportunities**

- -new acquisitions
- -growing economy
- -income level is at a constant increase
- -new markets
- -new products and services
- -growth rates and profitability
- -global markets

#### **SWOT - Threats**

- -increasing rates of interest
- -price changes
- -technological problems
- -financial capacity

### Lazada PESTLE/PESTEL Analysis

#### **PESTLE - Political**

- -reduced costs
- -low trade restrictions

#### **PESTLE - Economic**

- -competitive market
- -sustainable growth rates
- -market size

#### **PESTLE - Social**

- -young population
- -new acquisitions

- -income level is at a constant increase
- -education level
- -cultural diversity

### **PESTLE - Technological**

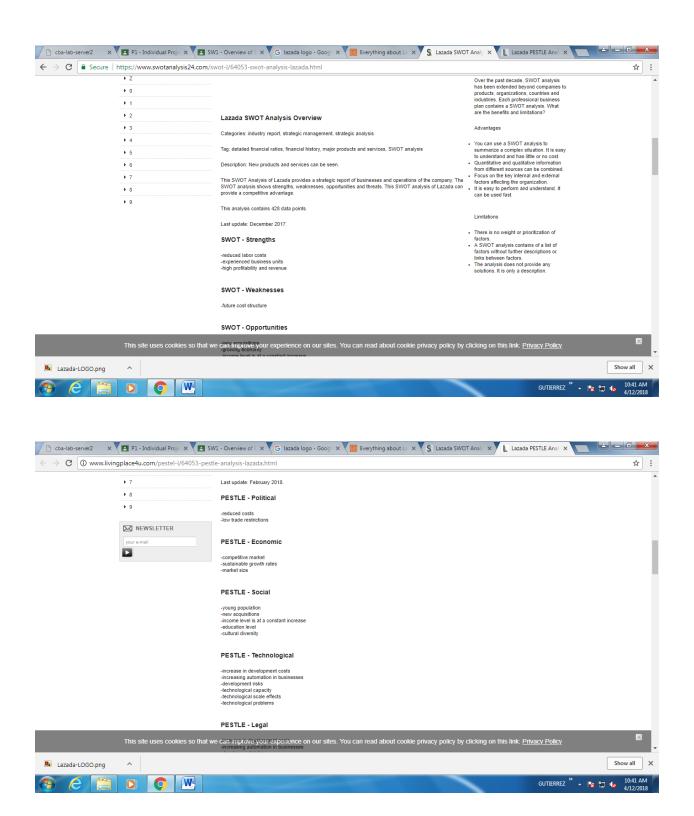
- -increase in development costs
- -increasing automation in businesses
- -development risks
- -technological capacity
- -technological scale effects
- -technological problems

### **PESTLE - Legal**

- -increase in development costs
- -increasing automation in businesses
- -development risks
- -technological capacity
- -technological scale effects
- -technological problems

#### **PESTLE - Environmental**

- -infrastructure
- -weather conditions
- -telecommunication services
- -recycling
- -business sustainability



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