The Top 100 Electronic-Business Innovators

Rank	Company	URL	E-Business Profile
1	Office Depot	www.officedepot.com	Office-supply company integrates E-business technology across all channels of its business, increasing customer self-service and order sizes while reducing transaction costs.
2	IBM	www.ibm.com	World's largest computer company practices what it preaches, employing an E-business infrastructure to link customers, employees, and business partners.
3	Cisco Systems	www.cisco.com	One of the first companies to succeed in using the Internet for E-commerce. Eight of 10 orders the networking company receives are via the Web, with online sales topping $1 billion.
4	Army and Air Force Exchange Service	www.aafes.com	World's eighth-largest retailer, 9% of catalog sales come via the Web. To reach the unconnected, the exchange for military personnel, family and veterans employs Web-tied kiosks at retail outlets.
5	E-Trade Group	www.etrade.com	Leading online brokerage touted for high degree of customization that lets clients tailor the service to their own needs.
6	Dell Computer	www.dell.com	Granddaddy of customization sites, the PC maker provides an easy-to-use Web site where customers can configure, purchase, confirm, and track orders for desktops, notebooks, and servers.
7	Lockheed Martin	www.lmco.com	An Internet pioneer in the days before the Web, defense contractor's intranet is among the world's largest, with more than 1,100 internal sites linking 185,000 users to 13 enterprise resource planning systems.
8	Avnet	www.avnet.com	The E-business structure of the global electronic-components distributor, which includes online point-of-use replenishment systems, accounts for 20% of customer transactions and more than 90% of supplier transactions.
9	Insight Enterprises	www.insight.com	Supplier of computer hardware and software products lets customers—mostly small and midsize businesses—customize online catalogs, which helped propel unassisted Web sales by 222% in the past year.
10	Marshall Industries	www.marshall.com	Electronic-components distributor employs an online supply-chain management program—combined with data warehousing solutions—which reduces expenses and increases responsiveness.
11	Nortel Networks	www.nortelnetworks.com	Computer networking company employs Internet technology that links to 50,000 global customers and partners, and integrates marketing, sales, and services, providing faster time-to-market and reducing inventory.
12	W.W. Grainger	www.grainger.com	Maintenance, repair, and operation supply and service company sells more than $70 million in products annually through Grainger.com. Its new Web venture, OrderZone.com, simplifies the purchasing process for business wares across multiple suppliers.
13	Lucent Technologies	www.lucent.com	Communications equipment maker electronically intertwines its and its customers' business processes, letting them tap Lucent's expertise. In turn, Lucent involves customers via the Web in the early stages of product development.
14	Gibralter Publishing	www.e-comsupport.com	E-publisher of reference materials—including Who's Who sites—offers online support, development and hosting, fund-raising, customer-care, and call-center services to customers via the Web.
15	iPrint.com	www.iprint.com	A virtual print shop, iPrint.com makes it simple for consumers and small businesses to design and order business cards, stationery, and novelty print gifts over the Internet.
16	CDW Computer Centers	www.cdw.com	Computer and technology products dealer, which uses a proprietary system to update product information every 10 minutes, achieved 24 consecutive quarters of growth via the Web.

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17	**Lumberman's Credit Association**	www.golca.com	E-business transactions account for half of annual revenue for the credit bureau for commercial building suppliers, increasing profit margins by 18% and slashing operating costs by 15%.
18	**Intel**	www.intel.com	Chipmaker transacts business via personalized Web sites with 550 original equipment manufacturers and distributors in 46 countries, producing monthly sales of $1 billion—half of Intel's total revenue.
19	**The Home Depot**	www.homedepot.com	Retail home-improvement company's Expo Center stores use an intranet to track important customer projects, including orders and installations.
20	**Alaska Airlines**	www.alaskaair.com	First airline to sell tickets online and allow flight check-in through airport kiosks, which are connected to company servers over the Web.
21	**Recreational Equipment**	www.rei.com	Customers of the largest outdoor-gear retailer can interact with experts, learn outdoor skills, attend clinics, and get gear checklists at its Web site.
22	**eCompanyStore.com**	www.ecompanystore.com	Originally a seller of business promotional products through catalogs, eCompanyStore.com switched entirely to the Web in April, increasing the effectiveness and lowering the costs of company-identity programs.
23	**Precision Response**	www.prcnet.com	Technology at the customer-service outsourcer lets its service representatives take control of a customer's browser to help guide the customer to a specific Web page, which will identify a product or resolve a service problem.
24	**BT Office Products**	www.btopi.com	Office-products distributor's E-catalog can be linked to buyer's order-management system, eliminating the burden of content management.
25	**Chemdex**	www.chemdex.com	E-commerce solution provider to the life-science industry combines a robust online marketplace and online-procurement capabilities tailored to the business requirements of each customer.
26	**Forsythe Technology**	www.forsythesolutions.com	Systems integrator's intranet automates and manages the life cycle of each deal by pulling transaction data from the time of order through fulfillment, and routing key status and performance indicators to employees.
27	**Netcentives**	www.netcentives.com	Online rewards and loyalty program provider links its 1.8 million members with multiple merchants, portals, and supplier partners, including nine major airlines, two hotel companies, and 50 premium brand-name merchants.
28	**USBid**	www.usbid.com	E-marketplace that lets large original equipment manufacturers and distributors sell excess electronics inventory, which last year was valued at $21 billion.
29	**PC Connection**	www.pcconnection.com	PC retailer ties online ordering system—which last year produced $12.2 million in revenue, or 5.3% of overall sales—with IT system, guaranteeing next-day delivery in certain instances.
30	**Black & Veatch Advanced Technology**	www.bv.com/bv/markets/power/atd	Engineering firm for the microelectronics, pharmaceutical, and advanced manufacturing industries employs intranet sites for employees and customers to collaborate, share information, and manage projects.
31	**Charles Schwab**	www.schwab.com	Online trades at the nation's largest discount brokerage represent 67% of customer transactions. Its intranet—Schweb—connects to all existing back-end systems.
32	**Fleet Leasing**	www.fleetfbcc.com	Equipment leasing company's use of Internet technology reduces processing time to five minutes from 45 minutes, producing savings of $80,000 a month, as well as improving analysis and lowering risk.
33	**Ingram Micro**	www.ingrammicro.com	With 140,000 resellers in 130 countries, the world's largest technology products distributor's online ordering system can support more than 70 million transactions a day.
34	**Coldwell Banker Real Estate**	www.coldwellbanker.com	Realtor's three Web sites generate more than 100,000 leads annually. During its 315,000 weekly user sessions, visitors spend an average of 11 minutes on the site.

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35	**Consolidated Commerce**	www.consolidated commerce.com	E-commerce provider combines online-purchasing platform with advanced supply-chain functionality that includes order, payment, and logistic services.
36	**Prudential Relocation**	www.prudential.com	The Prudential Real Estate and Relocation Services division created an extranet to handle the workflow associated with the sale of a home for families moving to a new locale.
37	**carOrder.com**	www.carorder.com	Web site lets buyers build cars by selecting nameplate, model, and options; carOrder.com then searches Internet-savvy dealers, which provide the actual vehicle.
38	**More.com**	www.more.com	Virtual pharmacy's sales representatives can conduct online chats with customers, guide a visitor's browsers to a specific Web page, or access a customer's shopping basket to help complete an order.
39	**CheMatch**	www.chematch.com	Over the past 18 months, the E-marketplace for bulk commodity chemical traders generated $75 million in transactions.
40	**PlasticsNet.Com**	www.plasticsnet.com	The technology infrastructure for this plastics industry's E-marketplace supports custom integration into customers' ERP systems. With 100,000 users a month, the site's growth rate is doubling annually.
41	**Aviall**	www.aviall.com	World's largest distributor of new aviation parts registered 10% of its customers for online sales within two weeks and sold $30 million online in one year.
42	**MassMutual Retirement Services**	www.mass mutual.com/retire	Provider of corporate retirement services offers personalized information and education geared toward employers and employees.
43	**Novadigm**	www.novadigm.com	Software company provides software distribution and computer-based content to employees, business partners, and customers; uses Web-based self-service to create Internet software malls.
44	**CareGroup**	home.caregroup.org	Second-largest integrated health-care system in the United States—with 2,500 physicians who care for 1.2 million patients—uses Web technology to manage referrals and integrated medical records.
45	**MCI WorldCom**	www.wcom.com	Telecommunications company gives customers Web access to applications for network management, customer care, service ordering, and analysis, and tools for real-time electronic invoices, payment, and reports for voice and data networks.
46	**Sprint PCS**	ww.sprintpcs.com	Mobile telephone service lets customers manage their accounts online, with more than 300,000 account subscribers logging on in August, reducing customer-service costs.
47	**ReserveAmerica**	www.reserveamerica.com	Reservation service for camp sites, wilderness adventures, and cabins provides online sales and information to more than 30,000 daily visitors. The Web accounts for 20% of company sales.
48	**Snap-on**	www.snapon.com	Since 1992, dealers have electronically sent orders to the toolmaker. Today, 95% of orders are made electronically. A new online ordering system is aimed at large industrial accounts.
49	**Bungie Software**	www.bungie.com	Bungie.net, a server for popular games and the locus of a worldwide community of tens of thousands of players, also hosts Web store where Bungie Software games are sold. Game demos can be downloaded; eventually, Bungie products will be distributed electronically.
50	**Toysmart.com**	www.toysmart.com	Toy store, controlled by The Walt Disney Co., incorporates gift registries and personalization for each visitor based on past shopping patterns.
51	**Crutchfield**	www.crutchfield.com	With 80,000 discrete daily visitors, the Web accounts for 18% of the sales of the consumer electronics merchant.
52	**SciQuest.com**	www.sciquest.com	Created as a fast, less costly, one-stop shop for laboratory supply needs, SciQuest.com reduces the time it takes to purchase products by 80%. The site attracts 9,000 shoppers a week.

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53	**ASAP Software Express**	www.asapsoftware.com	Software procurement and licensing company provides real-time pricing and order processing. Shopping-cart format makes it easier for companies to purchase software against volume license contracts.
54	**DriveOff.com**	www.driveoff.com	Vehicle purchasing and leasing company lets consumers use Web tools to configure vehicle, customize a financing package, and accept the deal by placing a $250 deposit online.
55	**VistaInfo**	www.vistainfo.com	Real-estate information provider's Web site lets customers determine the desirability, insurability, and value of property anywhere in the United States.
56	**Portera**	www.portera.com	Software vendor's online application, ServicePort Enterprise, helps business clients manage resource planning, project collaboration, internal reporting, client communications, and document sharing.
57	**RedAlert.com**	www.redalert.com	The provider of Web site accessibility monitoring services for E-businesses lets its customers monitor devices such as secure servers, backend data bases, and interactive customer transactions over the Internet.
58	**Staples**	www.staples.com	Office-supply retailer's site offers an enhanced ordering system that lets as many as 100 workers at a business client order office supplies online. In-store kiosks linked to the Internet help sales associates serve customers.
59	**MedicaLogic**	www.medicalogic.com	Medical-records systems company hosts a Web application that gives health-care professionals immediate, secure access to patients' medical records from any Internet-connected PC.
60	**MacNeal Health Network**	www.macneal.com	Online ordering and materials-management systems at the 427-bed Illinois hospital means supplies arrive when needed, freeing valuable warehousing space for other uses.
61	**Owens & Minor**	www.owens-minor.com	Medical-supplies distributor's online supply-chain network, tied into its legacy systems and data warehouse, lets customers and suppliers manage and analyze accounts.
62	**Arbinet Communications**	www.arbinet.com	Online real-time telecommunications exchange lets carriers access the best rates and routing options without having to negotiate and contract separately with each supplier.
63	**Comdisco**	www.comdisco.com	Changing from high-tech leasing to technology-services company, Comdisco offers online solutions to help CIOs and CFOs plan and budget for IT initiatives.
64	**Wheels**	www.wheels.com	Vehicle-leasing company lets business customers manage accounts via the Web. Drivers issued a user ID can select vehicle, options, and location to pick up leased vehicle.
65	**Big Planet**	www.bigplanet.com	As an Internet service provider, Big Planet lets registered shoppers choose from 300,000 products through partnerships with AT&T, Qwest, SkyTel, and others. "High-tech, high-touch" strategy brings technology to late adopters.
66	**ProBuild**	www.probuild.com	Web-hosted quote and order system tailored for local lumberyards to service builder, remodeler, and commercial accounts.
67	**BOC Gases**	www.boc.com	Besides order entry, invoicing, inventory management, and real-time procurement, the industrial gas and equipment supplier has broadened its online supply chain to give partners access to data warehouse information.
68	**FleetBoston Financial**	www.fleet.com	Fleet-BankBoston merger brings combination of home banking via BankBoston's HomeLink and Fleet online investment services. Customers visit HomeLink 800,000 times a month, pay 550,000 bills online, and complete 1.7 million transactions.
69	**John Hancock Mutual Life Insurance**	www.jhancock.com	All of insurer's business—internal and external—is becoming Web-friendly. John Hancock spent $100,000 to build online customer information center, but saved $209,000 in 10 months as fewer customers dialed call centers.

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70	Onyx Software	www.onyx.com	Customer-relationship management software maker manages 40% of its service incidents online without human interaction and qualifies thousands of leads each year through a Web interface.
71	PHH Vehicle Management Services	www.phhinteractive.com	Fleet-management company employs an application called PHH InterActive, backed by a rich data warehouse, that delivers, via an extranet, comprehensive fleet-management programs to its clients' desktops.
72	Delphi Information Systems	www.ebix.com	Ebix insurance portal lets consumers name the price for life, health, dental, vision, auto, and home policies. Consumers receive competitive bids from insurance professionals online.
73	General American Life Insurance	www.genamerica.com	Insurer lets business customers manage their employee benefits plans using a proprietary tool called Connect, which can be installed on business servers or accessed over the Internet.
74	Chumbo.com	www.chumbo.com	Online retailer of business, educational, and entertainment software; computer books; and DVDs.
75	PartMiner	www.partminer.com	Web service to locate and procure electronic components. Its soon-to-be-unveiled Electronic Commerce Free Trade Zone will use "intelligent infomediation" to locate needed parts when preferred suppliers can't fill specific buyer orders.
76	Dick's Sporting Goods	www.dsgsports.com	Online sporting-goods retailer lets customers simultaneously shop for numerous people by inputting information in the shopping cart's address book and designating an address for each product.
77	Ernex Marketing Technologies	www.ernexinc.com	Marketing technology company, which helps businesses manage customer loyalty programs, gives clients Web access to business intelligence about the performance of their electronic-marketing programs.
78	Saab Cars USA	www.saab.com	Carmaker's U.S. sales organization gives 225 dealers access to its legacy systems through an extranet, leveraging millions of dollars invested in AS/400 and mainframe applications.
79	Collaborative Structures	www.costructures.com	Application service provider has an Internet-accessible shared database and project-management system tailored for the design and construction industries.
80	Altra Energy Technologies	www.altranet.com	Real-time, online market lets buyers and sellers trade natural gas, electricity, crude oil, and natural gas. Company expects $12 billion in sales online in 1999.
81	Xerox	www.xerox.com	Document company uses a business portal to let employees search, analyze, and distribute information throughout the company.
82	eClearing	www.eclearing.com	Online, automated transaction clearinghouse—which is linked directly to money-center banks—gives users the ability to initiate, manage, and control payment transactions in a secure environment.
83	Novell	www.novell.com/shopnovell	Novell's Shopnovell provides access to products and prices, channel partner locator, software downloading, and order-status tracking.
84	Procter & Gamble	www.pg.com	Extensive intranets let the consumer-products company's employees share knowledge. Thirty-three brands conduct some form of Web advertising, and Web Order Management System has created significant business-building opportunities.
85	e-Chemicals	www.e-chemicals.com	Industrial chemical E-marketplace provides auctions and reverse bidding, as well as services such as document management and compliance reporting to address environmental, health, and service regulations.
86	Allegiance Healthcare	www.allegiance.net	Medical-supplies distributor gives its hospital and lab customers Internet access to its enterprise resource planning and data warehouse systems to place orders, share purchasing and product utilization information, and contract compliance summaries.

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87	**Enermetrix.com**	www.enermetrix.com	Online auction system lets consumers of electricity and natural gas post energy needs anonymously. Energy suppliers then post bids to supply that energy.
88	**Harbinger**	www.harbinger.com	E-commerce solutions provider acquired 12 companies in two years and invested $15 million to meld them into an E-business. It's deploying a global frame relay network and Web-enabled enterprise resource planning, customer care, and sales-force automation systems.
89	**NetBuy**	www.netbuy.com	Electronic-components E-marketplace pioneered the power search for multiple parts, quote saving, and uploading of bills of materials containing up to 500 parts.
90	**Corporate Express**	www.eway.com	Office-supplies distributor developed a customer- and supplier-management system that handles orders, purchasing, warehouse operations, billing, and data warehousing. Its E-Way order-management system should boost Web sales to 50% of total revenue by 2001, up from 20% in 1999.
91	**SGI**	www.sgi.com	Computer hardware company lets customers configure, price, and order products and services through its Internet site.
92	**Scient**	www.scient.com	Web integrator's intranet reflects its company culture: lack of internal boundaries. No borders exist between departmental, project-oriented, human-resources, and finance data—only access restrictions. It's based on one data store with different views, depending on the user.
93	**Bidder's Edge**	www.biddersedge.com	Portal lets users simultaneously monitor bidding at a variety of auction sites. A search engine and proprietary database let users identify specific items being auctioned.
94	**eOriginal**	www.eoriginal.com	Employing patented technologies, this transaction service produces secure, reliable electronic documents for business and legal purposes. It provides a platform to create, electronically sign, transfer, and retrieve documents.
95	**Solectron**	www.solectron.com	Contract manufacturer partnered with Ingram Micro to create a global virtual factory for built-to-order PCs. A virtual private network links their respective enterprise resource planning systems to provide real-time material availability and delivery status.
96	**AFLAC**	www.aflac.com	Online production reporting lets insurance underwriter's associates and managers view all production information. Chat room lets agents ask questions of company executives.
97	**ChemConnect**	www.chemconnect.com	Online-trading service provides a neutral, real-time trading platform for chemical buyers and sellers, and serves as an information hub for the chemical industry.
98	**Marotz**	www.marotz.com	Software engineering consulting firm created an online customer self-service product information center that resulted in 70% of product leads and 45% of company's sales. Marketing costs were cut by 80% with no reduction in customer services.
99	**Colfax International**	www.colfax-intl.com	Value-added retailer deployed an intranet customer-management application that lets employees share customer information and simplify order processing, resulting in a 25% productivity improvement.
100	**Marsh**	www.jhmarshmc.com	Clients visiting the risk and insurance services brokerage's Web site can access risk-analysis tools, customized news feeds, and research data, as well as track claims and obtain insurance and consulting services information.

DATA: INFORMATIONWEEK