Michigan SBDC

What E-Commerce Platform is Right for Your Business?



Thanks to E-commerce platforms, it's now easier than ever for small businesses to sell their products and services online. In addition to being relatively affordable, these platforms come packed with E-commerce-specific designs and features that require little to no coding skills to set up your online store.

Some of the key features to look for when selecting a suitable E-Commerce platform include:

- SEO/URL Structure Having the ability to customize your URL with your name and your products will help boost your search engine optimization (SEO) which makes your store easier to find. Additionally, some platforms offer more SEO tools in their plans to enhance website visibility.
- Scalability A platform should be adaptable to your business size without charging you exorbitant fees for doing so.
- Mobile Friendliness It is important that an online store has a mobile responsive design as mobile devices account for a substantial and rapidly increasing amount of E-commerce traffic and sales.
- User Experience (UX) A good platform should make it easy for business owners with little to no programming experience build stores, including easy to navigate features that help customers find products.
- Software integration An E-commerce platform should enable the addition, or substitution, of built-in features with third-party software integrations and plugins.
- Support for Multiple Payment Options Allowing customer to pay via their preferred payment method further enhances the convenience of your online store.
- Security A good platform should go beyond the basics with features such fraud protection and monitoring against hackers.
- Analytics Functionality This allows you to capture data on product and transaction information such as average order value, conversion rate, time to purchase, etc., which can be later analyzed to improve your product offering and website optimization.

Which E-Commerce solution is the best fit for different types of business

Shopify:

Shopify is a one of the most popular all-in-one E-commerce platforms and a good choice for people with little to no coding skills. It offers numerous modern templates that are suitable for setting up different types of websites. Also, it integrates with multiple payment gateways with checkouts in more than 50 languages making it easy to sell products to customers anywhere in the world.

PROS:

- Quick and easy setup
- Beautiful and customizable themes
- Themes are mobile optimized
- 24/7 customer support (chat, phone or email)
- Accept payments instantly with Shopify payments
- Track and manage inventory

CONS:

- It can be expensive for a beginner
- If you want to expand the features of your store, you'll have additional fees
- Additional transaction fees apply unless using Shopify Payments

WooCommerce:

Unlike the other options reviewed, WooCommerce is not a stand-alone E-commerce platform but a plugin that enables you to add E-commerce functionality to a WordPress website. It is a very popular option as it is one of the only free E-commerce platforms, though it has additional costs to integrate shopping carts fully.

PROS:

- Free
- Easy to setup
- Highly customizable
- Secure

CONS:

- Adding advanced functionality usually requires multiple extensions
- Not suitable for handling large amounts of traffic
- Lack of customer support

BigCommerce:

BigCommerce is a robust all-in-one platform which is ideal for those who want to expand their operations rapidly, involving into a more established retail brand. Its interface is customizable and needs no coding to change the templates. Additional features include SEO, marketing tools, the ability to provide coupons, and product reviews on your website.

PROS:

- Easy to use
- Secure
- Highly scalable
- Great SEO tools
- No payment processing fee

CONS:

- Complex terminology makes it unsuitable for beginners
- Advanced features can compromise ease
 of use

MAGENTO:

An advanced E-commerce platform, Magento mainly targets larger-scale businesses. It offers a wealth of features with flexibility for creating both small and large online stores and is perfect for companies that have in-house developers. However, it's not a great option for beginners or those looking to set up a simple store.

PROS:

- · Good for large online stores
- Robust SEO and security features
- Supports multiple currencies and tax rates
- Integrates with multiple payment options

CONS:

- The platform requires development experience
- Expensive
- Time consuming

OPENCART:

OpenCart is an open-source platform that has gained popularity due to its simple setup and functionality. It might not pack as many features as other E-commerce platforms, but its more than enough for a small business.

PROS:

- Free
- Simple to setup and use
- Supports extensions and themes
- Robust support through community

CONS:

- Limited built-in marketing features
- Not SEO-friendly
- Not easy to customize



The Michigan SBDC team can help you determine which e-commerce platform might be right for you!

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