



Frequently Asked Questions

Below is a list of questions that we have been asked regarding the recent EOL announcement for Counterpoint Online (CPO) and NCR Retail Online (NRO). We hope you find these questions and answers to be useful in guiding your transition to one of our solutions.

NRO RELATED QUESTIONS

What does it mean to migrate a site versus re-platform a site?

A website migration occurs when you are keeping your site, files and data on the same ecommerce platform. Basically, your website design will remain the same, and the ecommerce functionality will remain the same since you are using the exact same ecommerce platform (as an example, NRO uses Magento ecommerce platform). During a migration, your site will have minimal down time and will not change in its appearance. Your site will just migrate to a new service provider for hosting and supporting your website. In addition, the integration to Counterpoint will change, but this will not affect the overall look and features of the website. The integration used by Commerce5 and CPMagento will actually enable more features than previously enabled by the NRO integration.

When it comes to re-platforming, this is when you must actually change the ecommerce platform that your website is built on because it is obsolete or no longer supported in the industry. CPO is an example of where a re-platform will be required because the platform is no longer supported. A re-platform will require you build an entirely new website. However, some of your data can be exported to the newly designed website.

Can I migrate my NRO website?

Yes. The ecommerce platform that is currently used by NRO is the same used by CPMagento and Commerce5. If one of these solutions is chosen, the merchant may take advantage of a migration package that recovers the investment in NRO.

If I choose to migrate my NRO website, will it function just as it does today?

The customer facing portion (or front end) of the website will look the same as it does today on NRO. Some portions of the current integration that are no longer usable will be removed, however that functionality will be replaced by the solution integration (CPMagento or Commerce5) that is selected.

How long after we commit to a migration from NRO will the transition occur?

Once a merchant has signed up to migrate their NRO site, they will receive an estimated start date. Start dates will be issued on a first come, first serve basis for those who signed up. The timeline for transition from the projected start date will take approximately 6 weeks. During the transition, the website will not experience any down time. The transition will occur during off hours and will be coordinated with the merchant.

What is the process for migrating from NRO to Commerce5 or CPMagento?

The following steps will take place for clients looking to migrate their NRO system:

1. Register with Red Rook to determine the best solution for you
2. Upon starting the project, Red Rook will migrate data files to a new server
3. A test site will be setup to fully test the existing site with the new integration
4. The switchover to the new site will take place over night so there is no down time
5. The new site will go live and be fully functional
6. The entire process will take 4-6 weeks upon registering with Red Rook.

How much should I expect to budget to migrate my NRO site to Commerce5 or CPMagento?

That will depend on which solution is the best fit for your requirements. Red Rook will consult with you and discuss the unique requirements of each merchant to decide both short-term and long-term goals of your business. Migrations start at \$2,500 to move files and data over to a new hosting and support facility, and can go up to \$5,000 for more complex systems and business models. There may be additional cost depending on the amount of customization that may have been done on a site, or the number of extensions that will need to be updated and/or migrated.

CPO RELATED QUESTIONS

Can I migrate my CPOnline website?

No. With the announcement of the CPO EOL, merchants will need to re-platform to a more modern solution. The ecommerce platform that is currently used by CPO is no longer supported in the industry. Information may be exported from CPOnline and imported by the new platform developer.

If I choose to re-platform my CPO website, will it function just as it does today?

No. Re-platforming will require a new website to be built which depending upon the platform offers various theme templates and functionality options.

How long after we commit to a re-platform from CPO will the transition occur?

The platform chosen and the complexity of the site will determine the length of time to launch the new site. Sites that require more custom functionality and complex design requirements will take much longer than a template based site. It is best for the site developer to provide delivery projections once chosen.

How much should I expect to budget to re-platform my site to Commerce5, CPMagento, or CPShop?

The platform chosen and the complexity of the site will determine the amount of investment to launch the new site.

For Commerce5, custom packages are available for merchants expecting to process \$1Mil or less in annual online volume at ~\$15k initial costs which includes site design and integration to NCR Counterpoint.

For CPMagento, three template sites are available for \$4,495, \$7,495, and \$11,495.

For CPShop, two template sites are available for \$999 and \$1,999

GENERAL QUESTIONS

What are the steps to signing up?

All NCR Ecommerce solutions (CPShop, CPMagento, and Commerce5) requests should be submitted at <https://www.theredrook.com/register/>. Be sure to include your NCR Counterpoint partner. Once registered, you will be contacted by Red Rook within 1 business day to perform a quick discovery identifying the right solution for your needs. Depending upon the solution selected, Red Rook will coordinate communication with the correct parties and facilitate the process.

Will Red Rook have the capacity to handle the needs of so many customers?

Red Rook has partnered with industry leaders to deliver the solutions and products described in this document. Red Rook has partnered with more than 30 Counterpoint resellers, and over 40 Magento design and support companies, to deliver CPShop, CPMagento and Commerce5 to Counterpoint merchants. In addition, Red Rook is working very closely with Computer S.O.S, MainSpring and Ecomitize to deliver the services required for CPShop and CPMagento, allowing Red Rook to remain focused on serving the needs of Commerce5 clients. We continue to partner with leading companies in both NCR and Magento communities to further the capabilities we can deliver to merchants and create more value in their Counterpoint investment.

What if I have a customer that has ecommerce requirement but are not using NRO or CPO?

In this case, Red Rook will work with the Partner and merchant to identify their requirements and determine the best solution for their business (Commerce5, CPMagento, or CPShop). Once this is determined, a project plan and pricing will be provided and a deliver schedule will be determined for the customer.

What if my customer already has a website (not NRO or CPO) and they are not happy with it?

Red Rook will work with your customer to determine the best solution for their requirements. In some cases, we can retain some of their investment in design and functionality (depends on their current platform). Red Rook can evaluate their existing website and provide a report that outlines a transition path for them.

How will I choose a development, hosting, and support partner to manage my website?

For Commerce5, Red Rook will work with merchants to select a Commerce5 certified Magento solution provider based upon stated goals. Red Rook will match the merchant need with the partner strengths including considerations like graphic intensity, complex functionality, market automation, SEO requirements, or budget friendly to name a few. Red Rook has partnered with over 35 leading certified Magento developers and designers and will ensure the merchant selects the one best suited for their business needs.

For CPMagento, our partner Computer S.O.S. will provide the hosting, maintenance, and ongoing support services for your website. This model is very similar to NRO in that there are a select number of template sites for you to choose from, and the site is managed for you by our partner.

For CPShop, our partner Ecomitize will provide the hosting, maintenance, and ongoing support services for your website. This model is very similar to NRO in that there are a select number of template sites for you to choose from, and the site is managed for you by our partner.

Can I source my own Magento developer that does not have a relationship with Red Rook?

Yes, if your solution is Commerce5. Commerce5 allows for an open model approach to allowing you to work with any Magento developer, hosting company, or service provider that can serve your Magento needs. However, fixed price NRO migration packages are only available for Commerce5 certified Magento solution providers since we have already trained them on the migration process for NRO.

For CPMagento and CPShop, you will only have a choice of available templates and will not be able to work with another developer for these solutions.

Can my Magento developer become certified on Commerce5?

Yes. Red Rook works closely with the Magento community to certify qualifying Magento solution providers.