

<b>Interviewer</b>	Felix Fink
<b>Interviewee</b>	Frederick (Germany)
<b>Date</b>	01.04.2019
<b>Customer Segmentation</b>	
a. How many people have you employed in your business?	150
b. Are you running a product or service business?	product
c. Are you selling products online?	Yes
d. Have you experience from international sales?	Yes
<b>Problem Questions</b>	
e. Are you selling your product abroad? <b>Yes?</b> THEN: „What channels are you using? Why have you not gone abroad? What have been your three main difficulties? <b>No?</b> THEN: Why have you not gone abroad? What have been your main struggles when you entered the market in another country?	<b>Yes,</b> we are selling our products mainly through Amazon in different countries and on our website as well. We are selling in the States and almost all of the European countries expect of Eastern Europe and some smaller countries. The language barriers, the regulation and to find new employees for the sales.
f. POST-IT question: which of these would you define as challenges in online sales? Choose 3. <ul style="list-style-type: none"> <li>• I don't know how to do it.</li> <li>• <b>I'm not sure which ecommerce platform is the best for selling my products.</b></li> <li>• <b>It is hard to attract people to buy from my online shop.</b></li> <li>• My customers are rather random, I don't have group of loyal, returning clients.</li> <li>• I don't have my own online shop, because I don't have technical skills to create it.</li> <li>• Selling online requires dedicated people to manage it.</li> <li>• Due to different costs (web maintenance, transaction, fees, shipment) I have create smaller margin on sales.</li> <li>• There are too many ecommerce platforms to sell.</li> <li>• It is hard to manage online sales, because I sell through different platforms/ marketplaces.</li> <li>• I don't succeed in combining marketing communication with online sales.</li> <li>• There is too big competition to my products on online selling platforms.</li> <li>• <b>It is hard to sell abroad.</b></li> </ul>	
g. Is there anything you'd add on POST-IT?	finding new employees abroad
<b>Solution Questions</b>	
h. When gone abroad only: <ul style="list-style-type: none"> <li>- How have you adapted to your new market?</li> <li>- Do you have experience with online sales?</li> <li>- Have you tried any other format for online sales, such as Affiliate sales? Tell about that experience.</li> </ul>	Before we went abroad we estimated the market size and then conducted a customer survey to see if there was a demand for our product. Due to the fact that we are selling a lot of our products on Amazon, the processes keep almost the same. We only have sold through Amazon, ebay and our own website so far.
i. When not gone abroad: <ul style="list-style-type: none"> <li>- Would you use the service of a firm which supports you to go abroad?</li> <li>- What would you like having as service for selling online?</li> </ul> A. Access to the best platforms /sites B. Help with setting up a store online C. Support in preparing all the content for selling online D. Help in creating the images necessary to sell online E. Consulting to develop a online sales strategy	

<p>F. Advice on what sites I should use</p> <p>G. Other services. Tell us a little more about your needs</p>	
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