

**State of the Net Address:
A Surface Finishing Prospective
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If you are wondering just how the Internet will affect your business, this is your presentation. The **State of the Net Address** is an important session for anyone who is involved with Internet projects for any company within the surface finishing industry.

At this point, the Internet is changing faster than we can harness it. The goal of this talk will be to put the Internet into focus for the surface finishing community. Topics ranging from e-commerce, venture capital, customer service trends, online tracking, online resources for finishers, new technology, programming, Internet statistics and demographics will be presented.

Following is an outline of the topics covered in this presentation:

I. E-Commerce for Finishers

- What exactly is e-commerce?
- How is e-commerce currently affecting the finishing community?
- Are purchasing agents ready?
- Finishing suppliers currently engaging in e-commerce.

II. Customer Service Trends

- With the Internet maturing, what is happening in the area of customer service?
- Online tracking, where is it at?
- Shop floor monitoring via the Internet.
- Examples of effective customer service on the net.

III. Online Resources for Finishers

- What types of online resources are currently available to finishers?

VI. Internet Technology Updates

- Flash
- Video
- What types of phone (cable) lines are available?
- Computers

V. Internet Statistics and Demographics