

# INTERSHOP ENFINITY MOVES LANCASTER SYNTHESIS ONLINE

Submitted by: Pleon

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Best Practices from Intershop Unified Commerce Management Lower Costs and Enhance Customer Experience

London, England – 1 July 2003 – Intershop, a leading provider of Unified Commerce Management solutions for global enterprises, and Lancaster Synthesis (part of Clariant) a leading global fine and speciality chemicals company, have successfully developed and deployed a global multi-currency Web presence for Lancaster to allow customers and partners to view and order specialist chemicals online. Intershop and its partner, LogicaCMG, integrated Lancaster's systems with JChem (a chemical information system) for complex chemical searches and two SAP systems for real-time stock availability in Europe and North America.

By 2005, about 25 per cent of global chemical sales are expected to move to electronic channels, according to research carried out by Intershop. In order to maintain its competitive edge in this marketplace, Lancaster saw the need to extend its telemarketing with a full-scale online capability. Lancaster is now Ariba 'Punch-out ready' and its customers will adopt the use of Ariba, the largest online marketplace for chemicals, as part of a planned rollout.

Intershop managing director, Ian Taylor elaborates, "During the implementation process, the most challenging aspect was the stock availability checking function, since it is difficult to build the checks into the systems. However, Intershop Enfinity's open standard and flexibility enabled the team to tap into the SAP databases far more easily than the alternatives. Its robust integration capabilities were essential to rapidly integrating SAP and Enfinity."

Lancaster's sales and marketing director, Iain Cooke commented that, "It is important for us to be at the forefront of this change in 'route-to-market' channels and to maximise our sales opportunities. Intershop's e-commerce solution enables us to see good ROI prospects and a low total cost of ownership."

Lancaster's new commerce system went live at the beginning of April 2003.

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Notes to editor

About Intershop:

Intershop Communications (Nasdaq: ISHP; Prime Standard: ISH1) is a market leader in Unified Commerce Management, which creates strategic differentiation for companies by integrating e-commerce processes across the extended enterprise. Intershop Enfinity, based on the best practices of Unified Commerce Management, enables companies to manage multiple business units from a single commerce platform, optimise their business relationships, improve business efficiencies and cut costs to increase profit margins. By

streamlining business processes, companies can achieve a higher return on investment at a lower total cost of ownership, increasing the lifetime value of customers and partners. Intershop has more than 300 enterprise customers worldwide in a broad range of industries, including multichannel retail and high technology. Customers including Hewlett-Packard, Bosch, BMW, TRW, Bertelsmann, Otto and Homebase have selected Intershop's Enfinity as the cornerstone of their global e-commerce strategies. More information about Intershop can be found on the Web at <http://www.intershop.com>

#### About Lancaster Synthesis

Lancaster Synthesis offers research chemicals in quantities ranging from milligram packs to multi-kilogram bulk. The Lancaster catalogue, boasting some 14,000 products, leads the market in technical content and innovation. Lancaster aims to service your needs promptly and efficiently via a global network of sales and distribution centres including the UK, USA, Germany, France, Italy, Spain, India and Japan. Find out more about Lancaster on the web at <http://www.lancastersynthesis.com>.

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This press release may contain forward-looking statements regarding future events or the future financial and operational performance of Intershop. Actual events or performance may differ materially from those contained or implied in such forward-looking statements. Risks and uncertainties that could lead to such difference could include, among other things: Intershop's limited operating history, the unpredictability of future revenues and expenses and potential fluctuations in revenues and operating results, consumer trends, the level of competition, seasonality, the timing and success of international expansion efforts, risks related to electronic security, possible governmental regulation, and the ability to manage a rapidly growing business. Additional information regarding factors that potentially could affect Intershop's business, financial condition and operating results is included in Intershop's filings with the Securities and Exchange Commission, including the company's Form 20-F dated May 9, 2002