



e-Commerce: An e-Book Special Report

The Staff of the Wall Street Journal

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Several times a year, *The Wall Street Journal* publishes Special Reports about e-commerce and technology. With this segment of the economy generating billions of dollars in revenue and market capitalization, it's no wonder that this is one of the most popular features of both the print and interactive versions of the Journal. Here, in *E-Commerce*, is the best of these Special Reports. Here are articles that profile the challenges facing "old-economy" businesses like car manufacturers as they go online, and uncover the Internet's dirty little secret: porn, the most profitable industry on the Web. Here are explorations of the many new business models for working on the Web, from "eating your own dog food" to show customers how well your technology works, to ensuring that customer service reigns supreme even in the New Economy -- and articles that highlight how even in a digital world, things like pricing structures and the difficulties of starting a business remain constant. Here are interviews with e-commerce pioneers, like the founders of Yahoo!, as well as articles that tell the tales of those who have taken the e-commerce plunge, like Merrill Lynch CEO David H. Komansky and Curran Catalog founder Jeff Curran. And a series of stories shows "How Technology Has Changed the Way We..." do just about everything, from staying in touch to doing homework to having babies.

Collected and presented here for the first time in e-book format, *E-Commerce* is a searchable, portable, and valuable resource from the award-winning staff of *The Wall Street Journal*.

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