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## The net result

on 31 August 2000, 22:00 by Niall McKay



Thirty years ago, some marketing genius took the god-awful dehydrated foodstuff used by the military and sold it to an unwitting public. Instant mashed potatoes, instant meals in a cup, and instant soup became instant culinary delights. E-sourcing is perhaps the dehydrated foodstuff of our age. The pitch is that all you have to do is add the Internet, and presto, all your business needs are met. Not a bad idea, but will these services deliver on the promise of being the best thing since sliced bread? Sure they provide new opportunities for those who cannot afford to hire armies of lawyers and accountants. But let's not kid ourselves. The dot-utopia of outsourcing everything can leave businesses in a vulnerable position.

So we at Red Herring decided it was time we drank our own Kool-Aid, so to speak. I was charged with setting up an Internet business in two days. How difficult could it be? All I had to do was go browsing; with a few clicks of the mouse and some money, I could have my very own humming dot com. It's just intellectual capital, right?

On the first day I would conduct the market research, and on the second day I would have the launch party. Like many Internet entrepreneurs, I had nothing but a dream, a pair of khakis, and the ability to use words like solution and best of breed with a straight face.

The only rules of the game were that it cost less than a used car (\$5,000) and that I not leave my home office.

In these days of dot-com woe, it seemed wise to capitalize on fear, uncertainty, and doubt. So I came up with Dotcom-liquidate.com -- an e-business that would facilitate the "disintermediation of the disintegration of electronic businesses." In plain English, it would convert my business model into a virtual reality.

## SEEKING CLOSURE

Day one. Brunch in San Francisco's South Park district (the dot-com capital of the world) to soak up the culture. I spend an hour jotting down a few questions that I have for Joe Public. What is the anticipated demand for Dotcom-liquidate.com? Is such a business mission-critical, scalable, robust? Will it provide seamless end-to-end turnkey service?

For just \$1,000 the Web-based market research firm InsightExpress distributed a mission-critical survey to key decision makers over the weekend. By Monday, 204 Web surfers (who obviously had nothing better to do with their weekend) responded. It was a lousy idea, they said. A staggering 51.5 percent of respondents believed that there was no need at all for it. But what did they know about life? Like all evangelists, I had faith. Five years ago, would these people have believed that eBay was a good idea? I like to think not.

## THE MEANS TO AN END

Day two. I decide to use the services of DigitalWork.com, one of the many portals dedicated to helping small businesses establish and run their companies. These portals enable small businesses to carry out such tasks as incorporating, promoting, and marketing from the Web. (Other similar services include AllBusiness.com, MSN, and Work.com.)

A quick hit on Network Solutions establishes that my URL of choice, "dotcomliquidate.com," is still available. I can even register it for as little as \$35 per year.

Next step is to establish the company. So on to DigitalWork, which uses the services of the Company Corporation -- not a fly-by-night Web business, but a service that has been incorporating U.S. businesses since 1899.

This is where I begin to run into trouble. I'm faced with a couple of very important decisions. Should I set up a corporation or a limited-liability company? I opt for a corporation, because unlike the Company Corporation, I am a fly-by-night operator (simply establishing the company for the sake of the article), so I need the legal designation and tax status afforded by a corporation. Moreover, I have to decide if I should register the business in California, where I live, or in Delaware, where most Internet companies are registered?

At this point, I'm beginning to see why people pay lawyers and accountants, although I'm not willing to actually fork over the cash myself. So I wing it. But soon I learn there's more to starting a business than surfing half a dozen Web sites for advice.

While I'm sure that DigitalWork and its competitors provide all the relevant

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