ToolGPA

NOVEMBER 2026

Intershop

The Insider's Guide

B2B commerce platform with AI assistants for buyers and merchants



Every plan, grade, refund rule and rival among online store builders, read from Intershop's own pages.

Made by Intershop Communications AG · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Intershop's own pages, its app-store listings and our grades. Every fact in it is on Intershop's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 15 of the 80 other online store builders we grade

Intershop Commerce Platform is aimed at manufacturers, wholesalers, distributors and holding companies that sell to business customers. It combines B2B commerce features, a native CMS and an open-source PWA storefront, with the option to go headless. It also offers AI assistants for buyers and for merchants.

> **An enterprise platform means a project and an implementation team.**
>
> From our grade for ease of use

To get you started, here are **7 things to know about Intershop**, taken from its own pages and our grades.

1 **Best for large B2B sellers with AI assistants**

No price is published, and it is aimed at large sellers rather than small shops.

2 **It runs on Web**

Web.

3 **B2B commerce core**

Multi-brand and multi-organization management and B2B features are described as standard in the platform's core.

4 **Copilot for Buyers**

An AI assistant for B2B customers with technical product discovery, aftersales support and installed-base awareness.

5 **Copilot for Merchants**

Merchant-side AI for product content enrichment, localization, sales insights and competitive intelligence.

6 **A 1.8 GPA, above 15 of 80**

That is against the other online store builders we grade, on value, the free plan, features, ease of use and platforms.

7 **Keep it**

To replace Intershop you would be making checkout, card payments and sales tax handled for you. That is not a weekend's work, with an AI app builder or without one.

Intershop at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Intershop Communications AG	CATEGORY Online Store Builders
OUR GRADE 1.8 GPA, weak	

The report card

Best for large B2B sellers with AI assistants

Intershop is an enterprise B2B commerce platform with AI assistants for buyers and merchants, a PWA storefront and marketplace channels. No price is published, and it is aimed at large sellers rather than small shops.

TOOLGPA REPORT CARD	Intershop	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price is published on the pages read, so it sits at the middle by default.
Free plan and trial	F	The listing shows no free plan and no trial, so you pay before you can try it.
Features	B	B2B commerce core, buyer and merchant copilots, a PWA or headless storefront and marketplace channels. Nothing in the listing is missing from the job.
Ease of use	C	No store rating on record. An enterprise platform means a project and an implementation team.
Platforms and integrations	C	Web, with a headless option, and no integrations listed.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Intershop is for

- ✓ Fits if you are a large B2B seller with several channels and subsidiaries
- ✓ Works for teams that want a headless storefront

Who it is not for

- ✗ Not for you if you run a small shop, as it is an enterprise platform
- ✗ Skip it if you need a price, as none is published and the Copilots have separate pricing
- ✗ Tight if you want to try it, as no free plan or trial is listed
- ✗ Watch out: the AI Copilots are separate capabilities with their own pricing, not shown publicly

Good to know

Good for

- ✓ Manufacturers and wholesalers selling to business buyers
- ✓ Holding companies with several brands or subsidiaries
- ✓ Enterprises with complex catalogs and sales-led buying

Worth knowing

- ⓘ No prices are published on the pages read, so cost has to be requested from the vendor.
- ⓘ It is an enterprise platform, which suits large B2B sellers more than small shops.
- ⓘ The AI Copilots are separate capabilities with their own unified pricing, which is not shown publicly.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Intershop's current pricing could not be confirmed from its own site.

> **No price is published on the pages read, so it sits at the middle by default.**
>
> From our grade for value for money

We could not confirm Intershop's current prices from its own site, so this guide lists no plans. intershop.com has them.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

B2B commerce platform with AI assistants for buyers and merchants. Here is what it does, as its own site describes it, and what it covers: public API, AI features, inventory, online store.

> **Nothing in the listing is missing from the job.**

From our grade for features

B2B commerce core

Multi-brand and multi-organization management and B2B features are described as standard in the platform's core.

Copilot for Buyers

An AI assistant for B2B customers with technical product discovery, aftersales support and installed-base awareness.

Copilot for Merchants

Merchant-side AI for product content enrichment, localization, sales insights and competitive intelligence.

PWA storefront or headless

Launch with the native CMS and open-source PWA frontend, or connect your own touchpoints through a headless setup.

Marketplace and subsidiary channels

Subsidiaries and member organizations can run their own digital sales channels from one central platform.

Where it runs

Web

What it works with

Its own pages name no integrations.

Intershop is made by Intershop Communications AG.

Where it stands

Its grades against its category, and whether to keep it or make your own

15/80

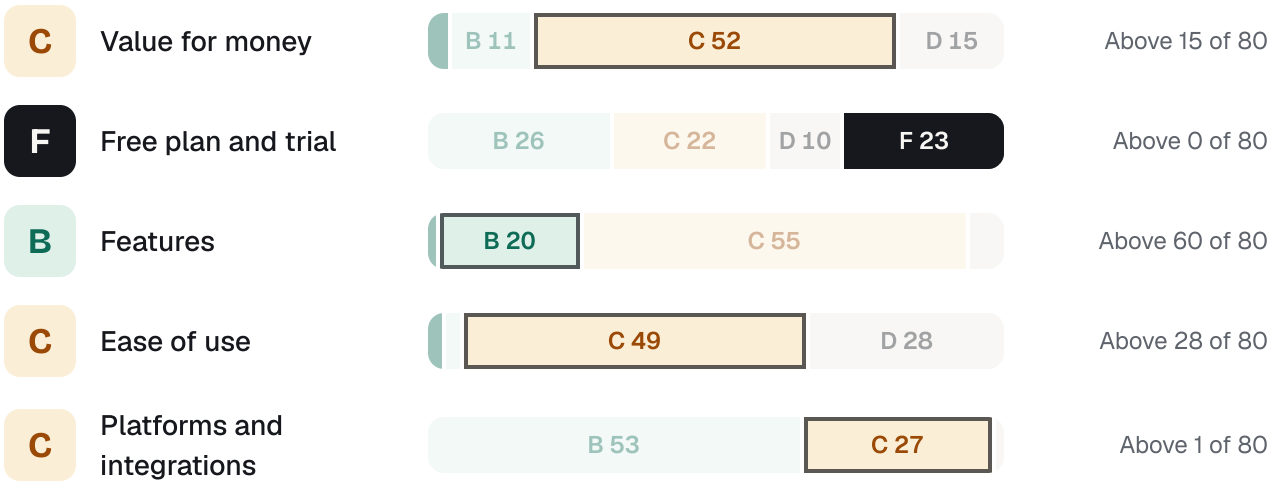
Other online store builders it is graded above

Intershop's GPA of 1.8 is higher than 15 of the 80 other online store builders we grade, and level with 13.

It stands best on features (B, above 60 of 80) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 81 online store builders we grade, cut by the letter each got. Intershop's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Intershop you would be making checkout, card payments and sales tax handled for you. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 52 of the 80 other online store builders grade higher.

What you could make

- Inventory: an app builder makes this well.

What you could not

- Checkout, card payments and sales tax handled for you.
- An API that other software can build on.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Intershop's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Spryker, Sana Commerce, commercetools, Kibo Commerce and VTEX

The 5 tools Intershop is most often weighed against, with where each one differs from it.

S **1.4** GPA

Spryker

Paid

Composable commerce platform for B2B, B2C and marketplaces.

Intershop and Spryker compared in full

1.8 GPA

Sana Commerce

Paid

B2B web store built into SAP and Microsoft Dynamics ERP.

- Sana Commerce also covers quotes and estimates.

Intershop and Sana Commerce compared in full

2.0 GPA

commercetools

Free trial

API-first headless commerce platform for large retailers.

- Intershop also covers inventory.

Intershop and commercetools compared in full



1.6
GPA

Kibo Commerce

Paid

Order management and commerce platform for B2B and B2C sellers.

Intershop and Kibo Commerce compared in full



2.0
GPA

VTEX

Paid

Enterprise commerce platform for B2C, B2B and marketplaces.

- VTEX also covers whatsApp messaging.

Intershop and VTEX compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

10

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Intershop free?

No. Intershop is a paid product.

What platforms does Intershop work on?

Intershop is available on Web.

Does Intershop have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Intershop is listed for Web.

Does Intershop have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Intershop is listed for Web.

Is Intershop open source?

Intershop is not described as open source on its own site, as read on Nov 13, 2026.

Does Intershop have an API?

Yes. Intershop offers a public API, according to its own site.

Who makes Intershop?

Intershop is made by Intershop Communications AG.

What are the alternatives to Intershop?

The closest alternatives to Intershop in our directory are Spryker, Sana Commerce, commercetools, Kibo Commerce and VTEX.

How does Intershop compare with other online store builders?

Intershop's GPA of 1.8 is higher than 15 of the 80 other online store builders we grade, and level with 13.

Could I make my own version of Intershop?

To replace Intershop you would be making checkout, card payments and sales tax handled for you.

Where this guide comes from

The prices, plans, platforms and features were read from Intershop's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Intershop's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Intershop Communications AG. Prices change, so check intershop.com before you buy.

intershop.com/en

intershop.com/en/e-commerce-platform

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Intershop, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/intershop

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Intershop: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/intershop
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Know someone choosing between online store builders?

Send them this guide:
toolgpa.com/tools/intershop/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded online store builders after Intershop, each with an Insider's Guide of its own.

Online Store Builders Insider's Guide

Every one of the 84 online store builders we grade, compared

Big Cartel Insider's Guide

Simple online store for artists, makers and independent sellers

2.8 GPA

Shopify Insider's Guide

Hosted commerce platform for online, in-person and social selling

2.8 GPA

BigCommerce Insider's Guide

Hosted ecommerce platform with plans set by yearly sales

2.6 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Intershop's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Intershop is a trademark of its owner, and this guide is not made, paid for or approved by Intershop Communications AG. Prices and plans change: check intershop.com before you buy.