



Dmitry Starikov
Head of IT
support
Department,
Estonian Post

News from Estonian Post: Integration with WorkTrace
Estonian Post has implemented a system upgrade to allow data from their own international mail system to be injected into a WorkTrace server via xml messages. WorkTrace supplies Estonian Post with the functions of message translation to EDIFACT and message communication to or from other Postal Operators. The modular architecture of WorkTrace makes this type of integration a matter of configuration and testing. Even if the data is captured through another system, all of WorkTrace's powerful reporting tools can be made available.

In this Issue

WorkTrace choice of Slovak Post
News from Estonian Post
New developments: system administration
Academic link: Kharkov University
Contact us

Caught on camera

Part of Slovak Post project team meet Leonid Bashevkin of WorkTrace.
Otilia Demovičová, Slovak Post
Ivo Bunček, Slovak Post,
Leonid Bashevkin, WorkTrace
Ján Hnáth, Slovak Post.

WorkTrace: the choice of The Slovak Post

It is with great pleasure that we can announce that WorkTrace has been chosen by the Slovak Post as the solution for logistics for international mail. This followed an international tender process. Ján Hnáth responsible for this project in Slovak Post remarks “WorkTrace system has been chosen because it satisfies all of our needs and is based on modern web technology. In order to make a good choice in the tender process we set up a cross-functional team consisting of people from operations, accounting and from the IT Department. This is an important project for Slovak Post and it is almost fully financed by

the UPU Quality of Service Fund. We are particularly impressed with the new international accounting module of WorkTrace. The solution will be used to automate and control office of exchange operations and to manage quality of service internationally”. By utilising the tremendous flexibility of the system, Slovak Post aim to be able to track quality on the level of processes within the Office of Exchange. The system will cover 2 Exchange offices and implementation is already underway. Slovak Post was one of the first East European Posts to start sending CAPE tracking messages back in the late 1990's.



Kharkov University

A Quality of Service seminar hosted by Ukraine Post was held in Kiev in March 2003. Professor V.M. Kuzmenko of Kharkov National University of Radioelectronics was a presenter there and also took the opportunity to hear about Worktrace. He was impressed with WorkTrace as a tool and with its underlying concepts. WorkTrace is well aware of reputation of the prestigious university and of it's research potential. Out of this initial meeting, contacts were maintained. This has resulted in an agreement with Kharkov University for co-operation in training, conferences, and exchange of ideas concerning automated systems for logistics.

Thus the first academic link for WorkTrace is established!

New Developments: System administration made easy

There has been a great deal of innovation and development in WorkTrace over the last year. One major development has brought system administration completely on-line. This means that a WorkTrace system can be monitored and managed via a web-browser, and this comprises both user administration and technical administration. The state of key processes running on your server can be checked via user-friendly menus. On-line tools are provided for maintaining reference data such as partner edi addresses, despatch plans etc. Other tools allow you to control message translation, message routing, to view message flows and to configure communication sessions. The system can be configured to send an alert to an sms if certain conditions are met that indicate a problem has arisen. User administration is also on-line.

Tableau De Bord

WorkTrace Data Base metrix		REFRESH	MAIN
		%	
	Open Processes		24.0
	Open Cursors		18.0
	Table Space Index		36.5
	Table Space RBS		11.9
	Table Space SYSTEM		
	Table Space TEMP		
	Table Space TOOLS		
	Table Space WT DataBase		
	Table Space INBOUND_NDX		
	Table Space Index WT		
	Table Space OutBound DB		
	Table Space OutBound Index		
	Table Space Users		
	View-Processes		
	View Cursors		
WorkTrace Process Logs			

event template		SELECT		
Eventcode	Product Description	Master	Unit	Message Alert
AssignUplift	EMS Assign Uplift	SLOVENIA	Item	Y N
EMA	EMS Posting/Collection	SLOVENIA	Item	N N
EMB	EMS Arrival at outward OE	SLOVENIA	Item	N N
EMC	EMS Departure from outward OE	SLOVENIA	Item	N N
EMD	EMS Arrival at inward OE	SLOVENIA	Item	N N
EME	EMS Held by customs	SLOVENIA	Item	N N
EMF	EMS Departure from inward OE	SLOVENIA	Item	N N
EMG	EMS Arrival at delivery office	SLOVENIA	Item	Y N
EMH	EMS Unsuccessful delivery	SLOVENIA	Item	N N
EMI	EMS Final delivery	SLOVENIA	Item	Y Y
EMJ	EMS Arrival at transit OE	SLOVENIA	Item	N N
EMK	EMS Departure from transit OE	SLOVENIA	Item	N N
ShipmentRequest	EMS Shipment request	SLOVENIA	Item	N N

MessageLog WT

Saturday 09 August 2004

Create Date	Message Format	Sender	Receiver	Name	Process	
8/7/2003 18:2:8	RESDES	EDI	GB101	MT101	GB101 INTREF1002745 MALTA	EdiSplitter
8/7/2003 19:1:20	RESDES	EDI	GB101	MT101	GB101 INTREF1004562 MALTA	EdiSplitter
8/7/2003 19:1:21	RESDES	EDI	GB101	MT101	GB101 INTREF1004563 MALTA	EdiSplitter
8/7/2003 20:2:3	RESDES	EDI	GB101	MT101	GB101 INTREF1004564 MALTA	EdiSplitter
8/8/2003 22:1:39	RESDES	EDI	GB101	MT101	GB101 INTREF1004578 MALTA	EdiSplitter
8/8/2003 23:1:4	RESDES	EDI	GB101	MT101	GB101 INTREF1004579 MALTA	EdiSplitter