Marjan Osvald
Head of
International
Relations
Slovenian Post

From Slovenia Post.

Marjan Osvald, explains co-operation with WorkTrace to automate letters and parcels in Posta Slovenije where WorkTrace has been used since 2002 allowing tracking of all mail products internationally.

Marjan Osvald remarks "*We are committed to providing our customers with outstanding service that will be equivalent or superior to the quality of service provided by courier companies. With the help of WorkTrace we are better positioned to achieve that. Moreover, we plan to play a more prominent role in our region and wish to become a bridge between the current and future EU member states. Today, the once-huge gap between the quality of traditional postal services and value-added services such as courier and express services, has greatly narrowed. Practically anyone can guarantee a 3-day delivery standard within the EU. In the future, customer's choice of service will therefore depend largely on the price - and this is where we see our opportunity. By introducing leading-edge information technology and software such as WorkTrace we will add value to the traditional services and not only bring them closer to the courier services but also exceed them in quality in the future.*"

WorkTrace Brussels Users Forum meets the Irish Ambassador to Belgium

The second Technical and Operations Forum for WorkTrace Users was held in Brussels Sept. 8. hosted by Enterprise Ireland. The Irish Ambassador to Belgium, His Excellency Barrie Robinson, spent an hour at the forum discussing postal services and logistics. He complimented innovative and internationally successful Irish companies such as WtOne WorkTrace which have made a substantial contribution to the extraordinary expansion of the Irish economy in recent years. He attributed their success to the qualities and expertise of their management and personnel and their well-deserved reputation for identifying niche opportunities, availing where appropriate of European programmes to research and develop their markets. Feedback suggested that as well as their technical expertise, Irish companies are valued for their customer

Responsiveness, their willingness to adapt products and services according to client requirements and forge partnerships going beyond buyer/seller relationships. The Irish Government highly appreciates these companies and seeks to support their efforts by maintaining a domestic business-friendly environment conducive to investment and innovation; sustained investment in human resource and physical infrastructure which has yielded a highly educated and IT literate young workforce and a state of the art telecommunications network. Enterprise Ireland, the Government agency responsible for promoting Irish business development, helps its client companies to maximise their potential with assistance with start-ups and in accessing international niche market opportunities.

Forum participants came from the Posts of Ukraine, MaltaPost plc, Slovenian Post and Lithuanian Post.

Attendees caught on camera:
Charlotte Field: Enterprise Ireland
Pierre. Montebello: Maltapost plc
Vladislav. Tatujan: Lithuanian Post
Leonid Kamenetskyy: Ukraine Post
Leonid. Bashevkin: WorkTrace
Barrie Robinson: Irish Ambassador
Margaret Quinn: WorkTrace.
Oleksandr Nedilko: Ukraine Post
Aliosa Huber: Post of Slovenia

Quality Control systems and Messages

Marjan Osvald of Slovenian Post emphasizes the drive for quality (p1) and notes the role that WorkTrace solutions play in that drive. Postal quality of service improvement needs close co-operation in physical networks involving many different organisations. Control and monitoring systems, key tools for quality improvement, are founded in this context on information exchange i.e. messages. The message exchange must therefore be reliable and robust to ensure continuous smooth operation of the control systems. The box below outlines the innovative WorkTrace solution for truly robust message management.

WorkTrace Message Management

WorkTrace is a unique tool to support logistics products both national and international. Logistics inevitably involves multiple organizations. WorkTrace integrates cross company via data exchange. This is achieved through creation and routing of messages (EDIFACT or XML). Such integration supports mission critical logistics applications. Yet it creates a challenge for any IT department: ensuring that message flows are maintained and monitored and always available. WorkTrace has the answer. Powerful tools allow visibility and control of message flows using only a Web Browser:

- ❑ Detailed reports on messages exchanged
- ❑ Tracing of messages through technical processes
- ❑ Alerting if a message processing stops via e-mail/SMS
- ❑ View the raw message data through your browser
- ❑ Gain control of your messaging system
- ❑ Easy to use query screens

WT Messagelog

SEARCH |MAIN

Field	Help	Criterea	Value
Creation date	ⓘ ⓘz	Bigger ▾	08/07/2003
Message	ⓘ	Equal ▾	RESDES
Format	ⓘ	Equal ▾	EDI
Sender	ⓘ	Equal ▾	GB101
Receiver	ⓘ	Equal ▾	
Name	ⓘ	Equal ▾	

worktrace
My Track & Trace

```
UNB+UNOA:1+GB101:UP+MT101:UP+030807:1732+INTREF100456
UNH+MESREF1+RESDES:1:912:UP
BGM++MTMARAGBLONBAUL30321
GID++1
PCI+++CW:MTMARAGBLONBAUL30321002000166
RFF+ACU:20
DTM+7:0308071012:201
```

Saturday 09 August 2003

Messagelog WT

SELECT

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

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