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*Thoughts on **the last mile..**
The last mile to deliver to the customer typically accounts for 64% of costs. But keeping your ever more demanding customers means giving high quality services thus driving up cost. A dilemma indeed! There is a new approach that marries flexible transport and technology. Worktrace systems support high quality and flexible logistics. Rather than using in-house fleets or long term contracts use a large pool of unexploited transport resources such as taxis, private drivers etc. Worktrace & wireless technology give real-time control and visibility of such dynamic logistics networks.*

Worktrace first Users Forum in Dublin proves successful for all attendees

Dublin's Fair City was the venue for the first Technical and Operations Forum for Worktrace Users. Attendees came from far and wide: the Posts of Estonia, Lithuania, Maltapost Plc, Slovenia, International Post Office Moscow and the Ukrainian Post Office were represented. The forum concerned the practicalities of ensuring smooth and complete operation of despatch tracking between Post Offices as well as implementation of consignment and item

tracking internationally. The topic of using Worktrace to interface to legacy systems and private logistics operators generated a great deal of interest. Worktrace is operating for tracking of international mail in 5 National Post offices in Europe. Technical director Leonid Bashevkin noted "This forum has highlighted the success of Worktrace in the Postal market. It has proved beneficial to all and we shall organise further forums and training sessions to meet our client demands."



Attendees caught on camera:
Vladislav Tatuja, Lithuanian Post
Leonid Bashevkin: Worktrace
Dmitry Starikov: Estonian Post,
Margaret Quinn: Worktrace.
Aljosa. Huber: Slovenian Post
Leonid Kamenetsky: Ukraine Post
Pierre. Montebello: Maltapost plc
Natasha Keredtedzhiyants: Ukraine Post
Georgy Lyadovskiy and Ara S. Israelyan
International Post Office Moscow

Worktrace Product Briefing

Many service or industrial operations work as follows. Items in production are handled by a process and then passed on to the next location and process. Each process operates to a schedule and to a performance target. There is a target for how long an item must stay in any place and also when it must go on to a new working place. An example can be a logistics chain which has processes starting from ordering of pick-up of mail from the client, vehicle scheduling, mail item transportation, sorting, etc. through to delivery to the client. The item may be handled by a number of independent organisations through its life-cycle: in international mail movements 8 or more organisations can be involved. Worktrace captures information about the item movement through the logistics chain of these organisations and utilises the information for: pre-advise and pre-planning functions for downstream locations, confirmation of receipt to upstream locations, quality control of each segment of the logistics chain, information routing to all interested parties, integration with back-office systems and alerting operators to potential service failures.

Worktrace is therefore a generic technology. Its application to the Postal Market makes it an extremely comprehensive international mail system and EDI Gateway to the international value added network, GXS. It includes the production of item identification (standard Bar-code labels), international Postal messages for (PREDESv2, REDES, PRECON, RESCON, CARDIT, RESDIT, EMSEVT).

Worktrace is based on Internet-based technology: only a browser is needed on client workstations which removes headaches of client installation and maintenance. It is modular, flexible and state-of-the-art using Java, XML, XSL-T, Oracle.

News from Maltapost plc.

Pierre Montebello is the Information Technology manager for Maltapost plc. He comments on the decision to select Worktrace for mails management in Malta:

"This decision is in fact based on several criteria ranging from functionality, technology, system robustness, maintenance, initial investment and running costs, as well as the overall (future) direction set by the suppliers for their products. The latter issue was given added weight in comparison to the shift in the company's overall business direction". Pierre adds that *"The aims of the supplier (Worktrace) are in line with what Maltapost intends to achieve. Such include the integration of WorkTrace with systems used by various Customs and Excise departments, integration with systems of competitors amalgamating the overall process, in-depth quality reporting, client interfacing with the use of WAP, SMS and email, integration with partners in the logistics chain. Also in the pipeline is the automated calculation of terminal dues. The system is very easy to use by employees in sections such as quality assurance and by other management. Reporting is very strong, clear and easy to decipher by non-technical people."*

Worktrace has been used in Maltapost since 2001. A Worktrace installation in Malta allows mail to be tracked internationally through a web browser.



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