

WorkTrace for Postal Operators

What is it?

It is an information technology service for Posts . It controls Postal operations, quality and automates administration. It uses the power of web and pervasiveness of mobile computing to link Postal customers, logistics suppliers, transporters and e-tailors into a transparent, controllable and efficient logistics chain.

WorkTrace is provided as Software As A Service made up of three components:

Applications
Infrastructure
Services

Who can use it?

WorkTrace covers any company configuration. It includes coverage of classical international postal business. Extra territorial offices of exchange. National Business, consignment shippers, retail. It can be used by Single company or Multi company co-operative.

Product coverage

A complete range of product support is offered. All Standard products are supported such as EMS, Registered, EPG, Parcels as well as particular National Products.

Functional Coverage

WorkTrace supports the following range of applications and functions:

Extended Track and Trace
International Mail
Reclamation
Web interface to prepare parcels
Quality and Volume control
Consignments – clients
Returns Management
REIMS & International Accounting
Link to airlines
E*Tailor gateway
Counters
Mobile Logistics
CRM – planned
CRM link to Hybrid mail planned

Infrastructure and Services

WorkTrace is provided as **SaaS** (Software As A Service) bundle made up of Four components:

- Applications
- Software technology
- Infrastructure
- Services of above.

Applications

WorkTrace applications is an ever growing set of Vertical applications based upon WorkTrace software engine.

1. Extended Track and Trace
2. International Mail
3. Reclamation
4. Web Shippers
5. Quality and Volume control
6. Consignments Shippers
7. Returns Management
8. REIMS & International Mail Accounting system
9. Link to airlines
10. Counters (co-operation with SWIFT)
11. CRM – planned
12. CRM link to Hybrid mail planned

Software technology

WorkTrace applications are based upon WorkTrace software technology. WorkTrace is a business rule driven technology, which allows for modeling of logistics business processes. It includes concepts such as Supply Chain Event Management and Work-Flow management

Infrastructure

WorkTrace provides its clients with ample, secure available 24/7/365 infrastructure and hardware as well as base software.

- Physically secure hosting facilities provided by reputed host companies
- Redundant servers configuration
- Redundant power supplies
- Redundant high capacity internet links
- Gateway to GXS hardware
- Gateway to clients hardware
- Licenses for all used products (Oracle, etc.)
- Database
- Security software and hardware (firewalls)
- Operating system (Linux)
- XML parsers
- Bar-code, PDF, XSL packages
- Web Servers
- Communication facilities (FTP,eMail)

Infrastructure upgrades

Infrastructure is continuously upgraded to provide users with state of art service.

Critical Advantages

Pay as you Go

No investment, no installation required, no hardware, payment volumes linked. Easy to get in, easy to get out.

Comprehensive yet modular

Take only modules you need and mix with in-house.

Global design –Local look

Easy to customize for your look & feel.

Business Rules driven

Nothing in WorkTrace is hard coded or rigid. All its data capture screens, labels layout, reports and system behavior in general is defined by business rules. System language, look and feel will change on the fly by changing business rules.

WorkTrace References

- Malta Post
- Lithuanian Post
- Slovak Post
- Ukraine Post
- Estonia Post
- Russia Post
- Slovenia Post
- Bulk mailers....
- Catalog companies...

WORKTRACE (UK) LIMITED

New Bridge Street House
30-34 New Bridge Street
London EC4V 6BJ
Company No 05858095
VAT Registration No GB 788 4197 66

e*Mail marketing@worktrace.com
web www.WorkTrace.com

Services

WorkTrace provides its clients with ample, secure available 24/7/365 infrastructure and hardware as well as base software. WorkTrace applications are continuously upgraded to keep WorkTrace state of art as well as to comply with requirements of bodies such as UPU.

Infrastructure

1. Operating system maintenance and configuration
2. Security services
3. Database administration
4. GXS links operation
5. Internet administration
6. System performance monitoring
7. Upgrade services
8. Package installation and upgrade

Application

1. Monitoring process performance (loaders, translators, communication logs)
2. Trouble shooting processes
3. Applying UPU/IPC requested upgrades

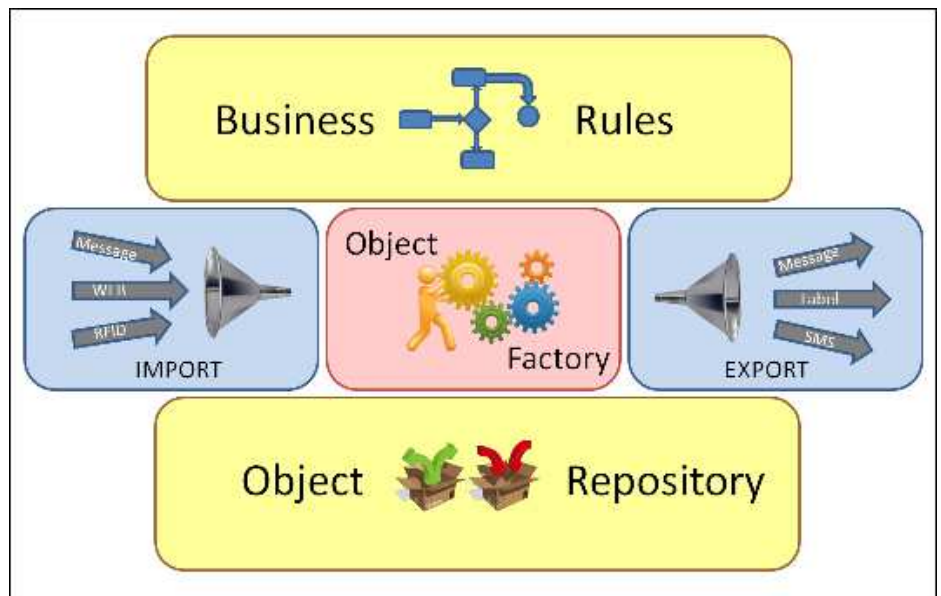
Client specification

1. Client gateway monitoring
2. Managing EDI partnerships
3. Managing relationships and troubleshooting with trading partners and IPC
4. Assisting clients with operating their own WorkTrace environment

Software technology Architecture

WorkTrace is built upon three layers. Behavior on each level is business rules driven

- Data acquisition layer
- Supply Chain event management Layer
- Information export/rendering layer



Data acquisition layer is responsible for bringing information into WorkTrace. It is made up of two agents. Message Import agent and Web agent. **Supply chain management (SCM)** is the management of a network of interconnected businesses involved in the ultimate provision of product and service packages required by end customers (Harland, 1996).[2] Supply chain management spans all movement and storage of raw materials, work-in-process inventory, and finished goods from point of origin to point of consumption (supply chain). (from www.wikipedia.com) **Export layer** is responsible for bringing information out of WorkTrace. It is made up of two agents. Message Exportagent and Web Export agent.