# 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 or 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.

# Infrastructure & Services

WorkTrace is provided as SaaS (Software As A Service) bundle made up of Four components:
• Applications
• Software technology
• Infrastructure
• Services

## Applications

WorkTrace applications is an ever growing set of vertical applications based upon the 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 rules driven technology, which allows for modelling of logistics business processes. It includes concepts such as Supply Chain Event Management and Work-Flow management

## Infrastructure

WorkTrace provides clients with ample, secure available 24/7/365 infrastructure and hardware as well as base software.
· Physically secure hosting facilities from 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)

## Functional Coverage

WorkTrace supports the following range of applications and functions:

Extended Track and Trace
International Mail Reclamation
Web interface parcels preparation
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

## 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 behaviour 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
Slovak Post
Lithuanian Post
Ukraine Post
Slovenia Post
Russian Post
Estonia Post
Bulk mailers....
Catalog companies...

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

## Services

WorkTrace provides 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 e.g. the 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)
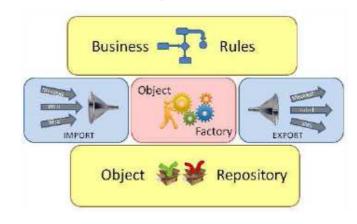2. Trouble shooting processes
3. Applying UPU/IPC requested upgrades

### 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. Behaviour on each level is business rules driven.
• Data acquisition layer
• Supply Chain event management Layer
• Information export/rendering layer



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