

G-Cloud 15 Service Definition

Mobile Despatch Service

Summary

The Mobile Despatch Service is an electronic 'ticketing' interface that facilitates real-time mobile validation and processing of timber despatches against multiple Timber Management Platforms.

Features

- Authorised users and third-party applications can access the service via :
 - Short Messaging Service (SMS)
 - Interactive Voice (IVR)
 - Mobile Application
 - REST API
 - Web Portal
- Unique SMS and IVR access numbers for each customer service
- Customer-branded Web Portal for service management
- Real-time email notification of successful and failed transactions
- Automated daily transaction reporting
- Connectivity to SRP (API and XML SFTP)
- Connectivity to TMP
- Connectivity to eTimber
- Connectivity to 3rd party platforms via bidirectional REST API
- Custom despatch and process scenarios and business rules
- Full bidirectional synchronisation with the connected Timber Management Platforms and supports fully autonomous operation with automated reconnection and synchronisation in the event of a loss of platform connectivity.
- Independent TEST and UAT infrastructure
- Customer and user access to online (24-hour), email (24-hour) and telephone (office hours) support and ticketing platform.

Additional Services

- SMS and Mobile Application PIN Check service provides validation of current valid despatches based on vehicle registration number.
- Custom Platform integration with other Mobile Applications