Orderpartner

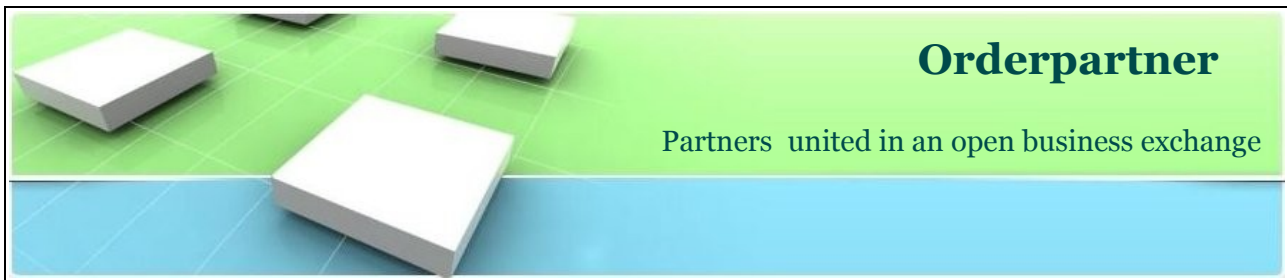Partners united in an open business exchange

Supplier Information

The OrderPartner Concept

OrderPartner sends and receives orders in a number of different formats and protocols, converting incoming data to a format and protocol suitable for the intended recipient, and linking the different protocols as required. It has been designed to work generically for different customers and suppliers, with each interface being independent of the others, to allow for rapid development, testing and deployment into the framework.

It provides a secure business-to-business data exchange service allowing disparate systems to communicate at low cost and with high reliability.

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The Benefits of Using OrderPartner

OrderPartner has been designed to cater for pluggable interfaces, quick to develop, and easy to test and deploy which means rapid response times for our clients.

OrderPartner has the ability to convert dissimilar orders into recognisable formats outside of the core supplier systems to reduce the impact of changes, the cost of development and the associated risks.

Suppliers can concentrate on the main business of fulfilling customer orders, handing over the detail of interfacing with remote systems to the OrderPartner team.
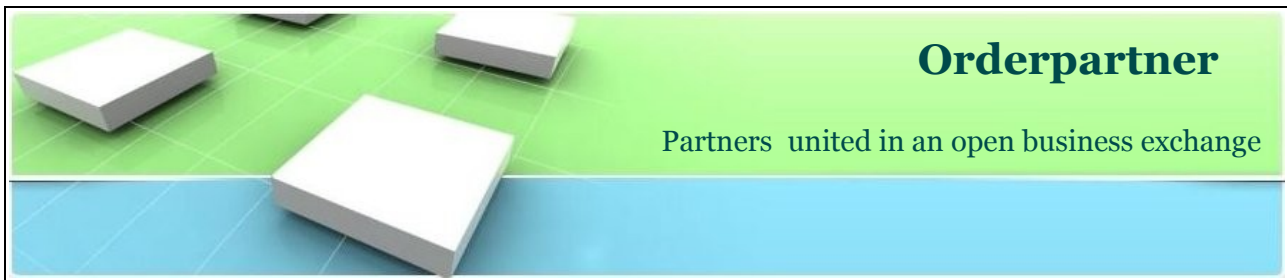
OrderPartner is available 24x7x365, using virtualisation technology to provide a continuous service, even during planned maintenance slots.

OrderPartner functionality is manageable via a secure web interface which provides detailed reports, statistics and graphs on trading interfaces.

OrderPartner prevents the proliferation of customer and supplier interfaces and the associated costs of ongoing development and support.

OrderPartner aims to remove the fixed costs and investment in creating and maintaining system interfaces for our clients. We would aim to cover our operating costs over time through a small per-transaction fee with price-breaks for higher trading volumes.
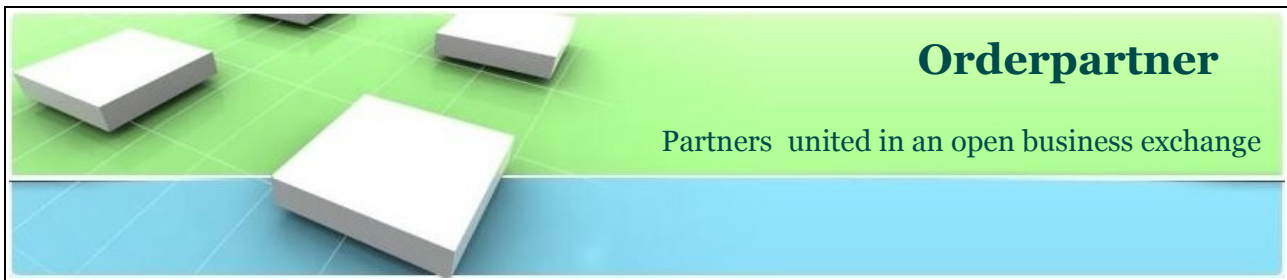
OrderPartner is operated as an impartial and independent service, wholly owned and controlled by Protologic Ltd, to deliver outstanding service to our clients. Any sensitive data, technical specifications and information will be treated in the strictest confidence. We are prepared to put this onto a legal footing with any reasonable non-disclosure agreement.

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What You Can Expect From Us

We pride ourselves on our professionalism and you can therefore expect the following in your dealings with us :

- A timely response to all communications
- Confidentiality for your data, documents and any information you provide.
- There will be no charge for discussion or assessment of your requirements.
- We will only make a charge when there is a commercial arrangement in place and this is agreed in writing by both parties.
- Full assistance with any query, support issue or problem that may arise.
- A service level agreement by which we expect to be measured.

What We Ask Of You

In order to implement an interface into your system we would ask that you consider your requirements and email us at support@orderpartner.com providing as much information as you can. Please consider the following as a guide for the type of information that would be helpful :-

- Your orgnanisation name and contact details.
- The protocol by which you would prefer to receive orders.
- The format of the data you would like to receive
- The numbers of customers (or trading partners) that you expect
- The expected trading volumes per day/week/month/year.
- The frequency/timing of the orders over these periods.
- An estimate of the range of data sizes for incoming transmissions.
- The details of any test environments that are available for us to use.

This information will be used to assess the trading interface, its feasibility for implementation and its hosting on OrderPartner, and to create an operating quotation and service level agreement by which we expect to be measured.

In many cases there will be no charge for the actual implementation work as we will assess the trading volumes to quote a price per transaction that will accurately reflect your usage of the service and the costs to us in setting up and operating this on your behalf. Our rates are not related to the value of your transactions – they are calculated only on the data volume and frequency.

If you have no existing interface and would like OrderPartner to provide one we have a range of ordering services from which you can choose :-

- File exchange via FTP or SFTP
- Web service
- Email
- TCP/IP socket application
- Web application

You will generally need internet connectivity from your business premises to be able to trade via OrderPartner but if you would like us to arrange this for you, please include this in the information you provide.

Alternatively, you can call us on 0116 2988001 to discuss your requirement with us.