



BREAKTHROUGH TECHNOLOGY



OrderCare is a hosted infrastructure to create post-order marketplaces from networks of buyers, suppliers, logistics outsourcers and spot-service providers.

Today, once an order has been placed, all marketplaces can offer is order tracking. However, in the offline world, post-order commerce is a critical part of ongoing business relationships. OrderCare has built the infrastructure to automate and monetize service and flexibility processes during the post-order period.

OrderCare works alongside all leading marketplace platforms and back-end applications and requires no change to existing business processes. Its open architecture and packaged business rules allow for world class implementation, typically, within 60 days. Even those suppliers and outsourcers that do not have sophisticated back-end systems can integrate into the marketplace quickly and cost effectively.

ORDERCARE TECHNOLOGY

OrderCare's technology offers a unique success formula that enables services and flexibilities during the post-order moving-target period, from order placement to delivery. The key components include:

Service Map

Captures and encapsulates best practices, workflows and characteristics of the post-order ecosystem. Using Service Map, suppliers, logistics players and spot-service providers can easily define existing flexibilities and service capabilities and specify how these should be monetized.

Flexibility Broker

Uses the extracted workflow flexibilities and weighs the costs and rewards of the various service options possible at any given time. Flexibility Broker then decides the appropriate personalized services, flexibilities and spot promotions to offer to buyers.

Service Negotiator

Generates the workflow for negotiations between buyers and other participants to ensure correct notification and confirmation structures using all means of communication- Internet, email, fax and pager.

INSTANT DEPLOYMENT

OrderCare technology gets your suppliers and logistics players up and running in no time.

HIGH SECURITY AND PERFORMANCE

OrderCare employs the latest digital encryption and high-speed transaction methods to ensure the highest levels of security and privacy for your information and data. With redundant storage, a high availability backbone, and a cross-enterprise cache, OrderCare's hosted infrastructure provides the level of safety and response that will strengthen your existing secure digital framework and relationships.

HOW DOES ORDERCARE WORK FOR YOU?

- 1 OrderCare integrates with the marketplace back-end platform using industry standard XML.
- 2 Participants use Service Map to expose their flexibilities and service capabilities, and configure negotiation workflows for notification and confirmation.
- 3 Buyers access OrderCare-enabled services through all existing contact points with the marketplace and suppliers.

OrderCare services are possible without any integration. Key participants can, however, choose the upgrade path of direct integration using either existing XML frameworks or the integration infrastructure provided by OrderCare.

ORDERCARE HIGHLIGHTS

Enables businesses to consolidate and automate services traditionally confined to strong offline business relationships.

Extends marketplaces, both public and private, by enabling them to create a post-order commerce ecosystem from their network of buyers, suppliers, logistic outsourcers and spot-service providers.

Enables marketplaces to own the entire customer experience and add value from cradle to grave.

Provides businesses the fastest bang for the buck.

DIFFERENTIATION

OrderCare enables marketplaces to own the entire customer experience.

OrderCare Information

call 1-510-226-7200

Or send us an email at info@ordercare.com

41758 Christy Street, Fremont, CA 94538