

iTrak – Swiss Post Solutions' Unique Track and Trace Solution



Unique to our organisation, iTrak is a secure and genuinely user-friendly system for tracking and tracing all incoming and outgoing goods from an organisations locations.

iTrak is a web-based system that seamlessly connects to the company intranet or internet and lets you accurately track items within a building itself and also at other offices for multi-site organisations. iTrak is deployed using standard PC and web browser access so the majority of operators will be familiar with the technology and its operation, and consequently require minimal training; this was a key factor in its development.

Benefits

- Real-time tracking of internal and external packages, couriers, stationery, archiving etc.
- Capable of providing “one point of entry” for organisations globally
- “Real-time” proof of delivery information through GPRS enabled PDA
- Management information function demonstrates quality of service being provided
- Bar-code scanning and generation
- Desk-top tracking and booking option
- Cost centre analysis, full audit trail
- Links to client internet/intranet
- Uses existing hardware

System Capabilities

- Incoming items are logged creating a unique barcode label and scanned into the system
- When an item has been received, a message can automatically be sent to the addressee, alerting them to the delivery
- Messengers scan items before leaving the mail-room
- Instant proof-of-delivery is provided through hand-held scanners or palms
- The system is configured to reflect the services used by the company (desk to desk delivery etc.)
- Proof of delivery details available minutes after delivery and providing ‘real time’ information
- Up-to-date downloads are stored to provide a full audit trail, to support service level monitoring and provide management information



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- The system is flexible and can be used to track a wide variety of items
 - Incoming archived files, courier shipments, stationery, etc
 - Collections from customer desk of outgoing courier items
 - Internal movements both intra-office and inter-office
- Scanning of desk or security bar codes to act as proof of delivery
- Scanning of location bar codes to confirm regular timing of mail rounds
- Instant two-way paging links to each bar code scanner enabling instant information exchange with messengers and assignment of work to messengers inside and outside the building
- iTrak provides auditable tracking of entered items such as courier, stationery and archiving deliveries, both within and between buildings.
- The system can also be used to track the progress of other ad-hoc and regular tasks such as reprographics work, or conference room set-up.
- iTrak makes use of existing computer hardware, and Microsoft Internet Explorer, so set-up and running costs are minimised, as is the need for training.
- Web-based, and incredibly easy to use, iTrak provides crucial service performance information, such as delivery timescales and individual messenger productivity levels.



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