PROACTIVE MONITORING SYSTEM

Alerting posts of anomalies in their data transmission and avoiding penalties in cross-border transactions

Why?

The cross-border postal business processes increasingly depend on data compliance. Current IT Systems are built to report after the facts (e.g. monthly timeliness and data quality reports and monthly payment report). Reports provide insight on trends and key problems, but they do not pro-actively alert users of potential issues. If payment reports are generated, it only then that it can be detected that data is missing due to technical issues somewhere in the flow. This usually cannot be corrected and penalties for not sending the required data are issued, creating a financial burden for posts.

Similarly, in the context of the European Union ICS2 and US Stop Act, non-compliance with the data may result in the blocking of the shipment and hence, losses for the postal operator. Real-time monitoring of the data transmission and alerting in case of anomalies is essential to ensure a smooth cross-delivery process.

How does it work?

Building on the IPC Message Exchange Platform, IPC's Proactive Monitoring System (PMS) will receive all the Electronic Data Interchange (EDI) from the GXS network and compare with the data receive from posts. Real-time alerts are sent as soon as an anomaly is identified in the data transmission. The IPC Proactive Monitoring System analyses the incoming data real-time, analyses trends, compares against log files and alerts the posts if any anomalies and violations against thresholds are detected.

Alerts will be sent in four cases:

- If no data has been received
- If lower volumes of data have been received compared to expected data volumes
- If the data appears to be missing the relevant timeliness measures
- If the quality of the data is not ensured, for instance blank fields in any messages

IPC then informs its users through a real-time dashboard and alerts. Posts can also be alerted through API or e-mail.

Benefits

By using the IPC Proactive Monitoring System, posts are:

- Avoiding financial impact of potential data issues
- Ensuring preparedness for future required data flows, e.g. EU ICS2 (European Commission Import Control System version 2) and US Stop Act
- Increasing customer satisfaction by providing track & trace data real-time and proactive notifications without interruptions
- Constantly improving data provisioning and data quality

More information

For more information, visit our website: www.ipc.be.
For more information about Proactive Monitoring System, contact us via e-mail at helpdesk@ipc.be.

More info