



**@HOME** is a mobile software solution, which addresses the **Last Mile** problem of Business-to-Consumer (B2C) home deliveries. It allows the consumer to negotiate specific delivery windows, ensuring timely receipt of goods, minimised delivery costs and heightened customer satisfaction.

Built as a Web Service, the **@HOME** solution effectively creates a 'talking package'. Throughout the parcel journey from **merchant** via **carrier** to **recipient**, **@HOME** proactively generates customer alerts, initiating the negotiated delivery process. The **@HOME** approach embraces **push technology, intelligent agents** and **wireless technologies** to provide a personalised delivery solution.

## @HOME Benefits

### Carriers

- Accurate determination of recipients availability
- Increase in productivity
- Increase in number of successful first-time deliveries
- Substantial reduction in costs and labour
- Point of differentiation against competitors
- User preferred delivery times facilitates more efficient driver rosters
- Potential to negotiate reduced delivery charges with third-party local couriers

### Recipients

- Less time spent at home waiting on deliveries
- Better service
- Greater assurance using online ordering
- No need to actively chase packages

### Merchants

- Increased customer satisfaction
- Greater uptake of online ordering
- Repeat orders

## @HOME Functionality

- Robust, secure, 24/7 @HOME server
- Ubiquitous messaging across a range of protocols, including Email, FTP and HTTP, delivering maximum interoperability with minimum integration
- Standardised SOAP web service interface
- Intuitive communication protocol between the carrier and the @HOME server
- Dynamic real time dispatches of recipients alerts and responses
- Language localisation capability
- @HOME negotiation agent offering a personalised delivery solution
- Fully brand enabled service through customisable messaging
- Fully configurable delivery profiles
- An integrated billing agent
- Full audit trail agent
- Web based tracking agent
- Fully supported cancellation and update of recipient and carrier requests

**SwiftTXT** is a dynamic company delivering innovative mobile solutions, using leading edge technologies. Founded in 2001 by a team which harnesses a wealth of expertise in logistics, wireless & Internet technologies and research & development. **SwiftTXT** subsequently established a strategic research alliance with University College Dublin, ensuring the latest technologies are encompassed in the product range.

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