

Product Information

Descartes Transport Management System Infodis *User Management*



Descartes Transport Management System Infodis ensures optimal guidance of transport processes. Our services enable our customers to reduce their transport related costs significantly. The software is delivered as Software as a Service (SaaS) to multi-national and medium sized companies.

After the initial setup is completed and customers have been using the system for a prolonged period of time, new needs arise. If you want to outsource activities, modify the website so that it suits their current situation, need management reports and strive to optimize transport management as a process, we recommend considering additional services for Transport Management System Infodis.

User Management

The number of users of Descartes Transport Management System Infodis may increase or decrease. Sometimes user accounts are inactive for a long time. Other accounts are in use, but the level of authorization does not reflect their position within your organization.

Based on company needs we will evaluate the current user base and password settings and remove inactive users, create user types that match your organization, migrate current users to these user types and delete the old user types. In order to keep your user base healthy and secure, it is recommended to start a user management project every three years.

Scope

User management is provided by our Customer Support team as a project implemented within three or four months' time.

The project includes:

- Evaluation of current password requirements for end users.
- Proposing changes in password requirements.
- Remove users that have been inactive for a period (# months)
- Provide e-mail templates to support communication between parties.
- Advise on appropriate user types for your organization.
- Implement new user types.
- Communication between predetermined customer key users and Descartes Customer Support.

Outside the scope of this service:

- Communication between Descartes and third parties related to customers.
- The duration of this project must be less than four months. Activities after this period are excluded.
- Project Management: Descartes will propose and implement changes, but internal communication is the customer's responsibility.