Commercial Web Portal Package

Introduction

The Commercial Web Portal Package provides Members with a custom web portal built to standard base specification but with a level of custom functionality and configuration not available in our standard ENCTS portal. This, combined with the flexibility to integrate with a wide range of additional systems, makes the Commercial Portal the perfect fit for more complex ticketing schemes. Primarily designed to support Commercial Cards and ticket retailing functions, the portal can also support the full range of smart ticketing cards and products, including ENCTS and Scholars schemes.

As with other Managed Service packages, the Commercial Web Portal package is provided as a fully managed service, with SAM managing all aspects of development and delivery. The SAM team offers full support, from project management to specification and development stages to supporting business operations as usual. This package has been designed to work closely with SAM's other Managed Service products but can equally be integrated with third-party system components to create a complete system.

Services Provided within the AMS-HOPS Package

The services provided by the SAM Managed Service under the Web Portal Package are based upon delivering a Core Plus Web Portal to the specification defined within the National Procurement Framework. The Web Portal Package includes the following services:

Support For Commercial Web Portal Implementation

- Explore required functionality with the Member.
- Develop and agree on an implementation plan with all parties.
- Supplier management throughout the process.
- Portal design assistance.
- Identification of new opportunities.
- Managing enhancements across multiple Members.

Enhanced Reporting

- BAU review of product performance.
- Produce Member-specific reports, weekly, monthly, and annually.
- Bespoke products report service (via email, phone and in person).

Ongoing Support

- Ongoing system monitoring to ensure the highest quality of service.
- Full testing of upgrades in UAT before being deployed to the live environment.
- End-to-end support, including UAT and full testing.
- Troubleshooting issues.
- Advice and support in developing and implementing new ITSO products.
- Advice on developing a wider retail strategy.

SAM