



D2.1

L4MS marketplace specification version 1.0

Confidential

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Abstract

This report includes the elicitation of the requirements and the initial specification of the L4MS Marketplace. The L4MS Marketplace aims to be the trusted third-party between manufacturing SME end-users and solution providers for automated logistics. Building on a smart brokerage network that facilitates matchmaking between the supply and the demand side, it goes beyond, by encompassing a set of additional tools that help the participants and reduces the demand-supply friction in the logistics automation market. These provide added value to all the logistics automation value chain, from end-users to solution providers, and in all implementation stages, from planning and initial research, up to commissioning and disseminating success.

A structured elicitation, analysis and evaluation methodology was followed in order to derive a comprehensive set of the functions and tools that the L4MS Marketplace should implement, as well as to develop the full catalogue of the user requirements. These are prioritized and planned for implementation in specific L4MS Marketplace releases, so as to first meet the most important stakeholder expectations, and to demonstrate successfully its added value and make clear the benefits to each stakeholder group.

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Notification

The use of the name of any authors or organization in advertising or publication in part of this report is only permissible with written authorisation from the VTT Technical Research Centre of Finland.

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Executive summary

This document sets the baseline for the L4MS Marketplace, as a system. This baseline includes the marketplace requirements, from functional perspective as well as from non-functional and qualitative perspective. The requirements are prioritized and planned to be implemented following the scope, plan and overall focus of the L4MS project. As the project progresses, this document serves as the guideline and backlog of the priority of additional functionalities which will be implemented, when deemed appropriate from the business perspective. The requirements were collected and elicited in a structured and disciplined approach, to ensure high quality and usefulness in the next steps of the development. A handful of different techniques were utilized:

- Collaborative techniques: brainstorming, mind-mapping, workshops, interviews
- Legacy systems, system archaeology
- Document analysis, literature research
- Expert analysis
- Online questionnaire

The analysis concluded on a prioritization of the services that the L4MS Marketplace should offer:

1. Rating & Feedback, Catalogue of suppliers, experts & consultants, User messaging
2. End users to find experts & consultants to take care of whole implementation, Show clearly the applications & industries covered
3. Automated recommendation of end-users to contact, solution providers to find expert & consultants depending on their experience with systems and their expertise, Guidelines & tutorials, Examples of turn-key solutions, Training & webinars
4. Use cases and success stories, Price tags on solution providers, Demand advertisements
5. Funding information, Supplier history
6. Buy online
7. Industry & Marketplace news, Discussion boards

These are further analysed and translated into 6 top-level system functions and 70 user requirements for the L4MS Marketplace. The list of the planned functions includes:

- Brokerage (Interactive catalogue, Rating & Feedback, Service exchanges' tracking, Active matchmaking, Demand advertising)
- Tools (Investment & ROI calculator, File repository)
- User customisation (User & organisation data storage, user dashboard)
- Communication (Messaging, Discussion boards, User support)
- Training (Training platform)
- Content management (View content, Add content)

These functions are planned to be implemented in specific versions of the L4MS Marketplace, following an incremental and iterative development approach.



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