

**Magento  
Integration.  
Realtime Despatch.**

# About Realtime Despatch.

Realtime Despatch (RTD) are warehouse management and order processing specialists. They provide order processing & warehouse management systems designed around a modular, pluggable architecture, allowing bespoke, customer-specific enhancements to be introduced around a solid, simple core system.

Ampersand have developed the exclusive Magento package extension that provides a sophisticated interface with Orderflow. It is built using our innovative integration framework that allows us to deliver robust integrations between Magento and other systems. The Orderflow integration module has been implemented and supported on more than a dozen Magento stores thus far, including the creation of end-to-end processes with eBay and Amazon. The integration covers automatic order processing, product definition, stock updates and shipment updates.

Notable features for all RTD subscribers include:

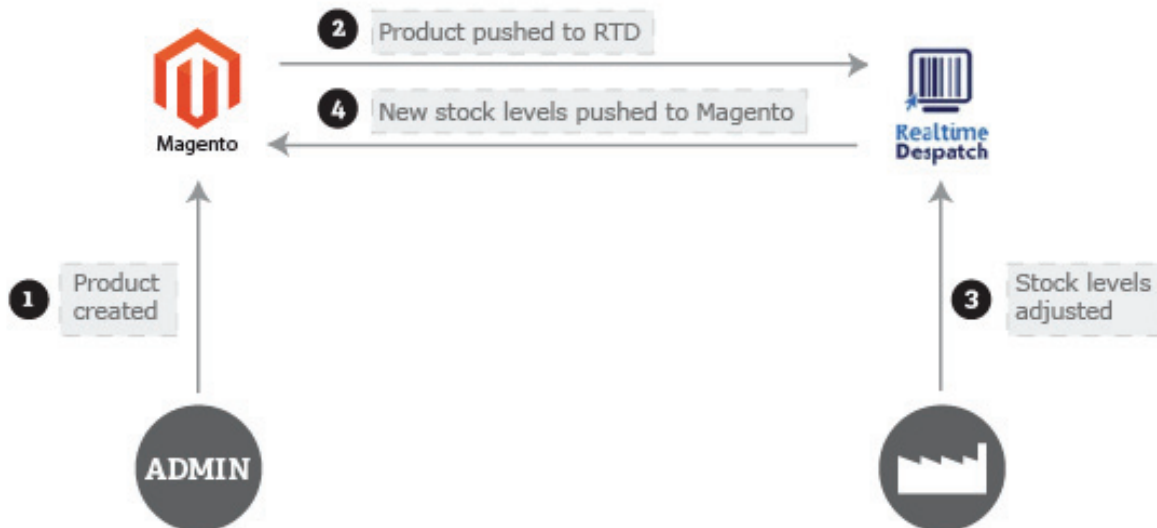
- Logging functionality that allows for log viewing of incoming and outgoing transactions with RTD
- A comprehensive Wiki for the Orderflow integration, to answer common questions and clarify the roles and responsibilities of the implementation process
- RTD subscribers will receive bug fixes, updates and upgrades for new versions of Magento as part of their license fee
- Access to a dedicated phone and email help desk, with a guaranteed 4-hour SLA response time

Depending on the client's needs, the functionality of the module can be customised and configured to specified requirements. In addition to bespoke customisation, Ampersand can also install or provide assistance with installation and testing, as well as manage your implementation directly with RTD.

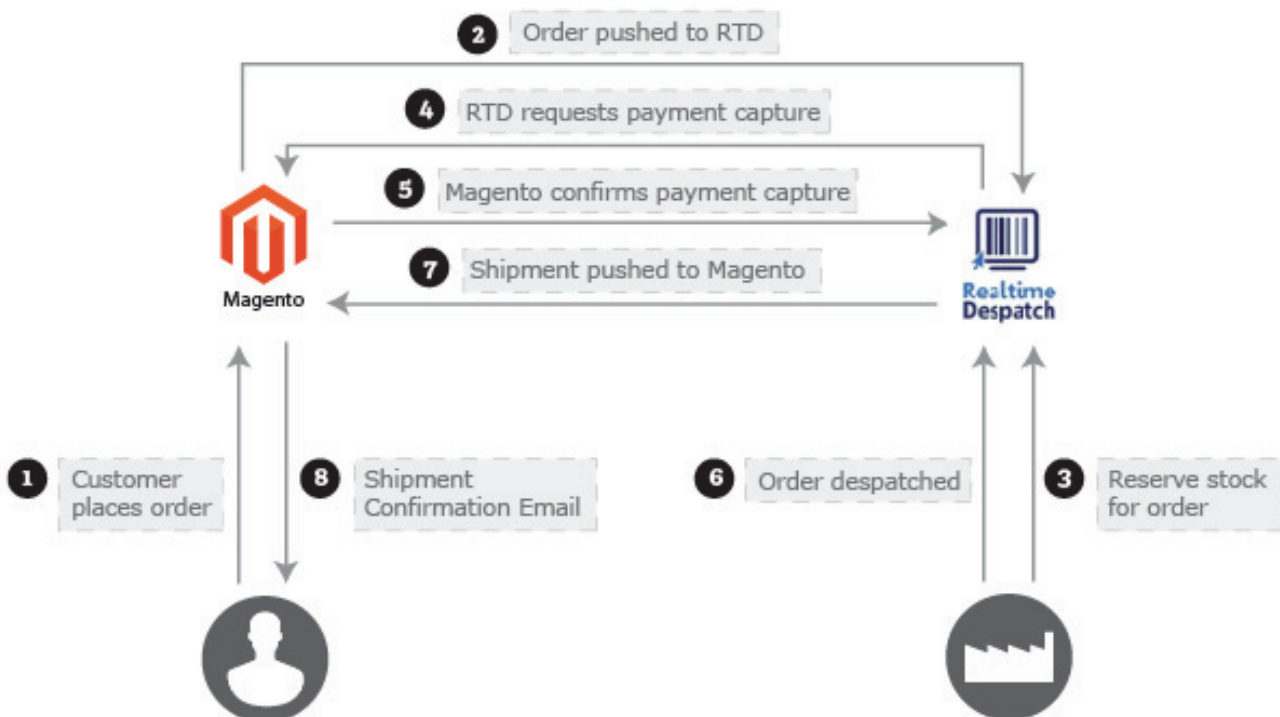
Our comprehensive integration module and support offering, combined with the power of Magento and the Orderflow system make warehouse management and order processing for busy Magento stores simple and quick.

# About Realtime Despatch.

## The Admin Process



## The Order / Despatch Process



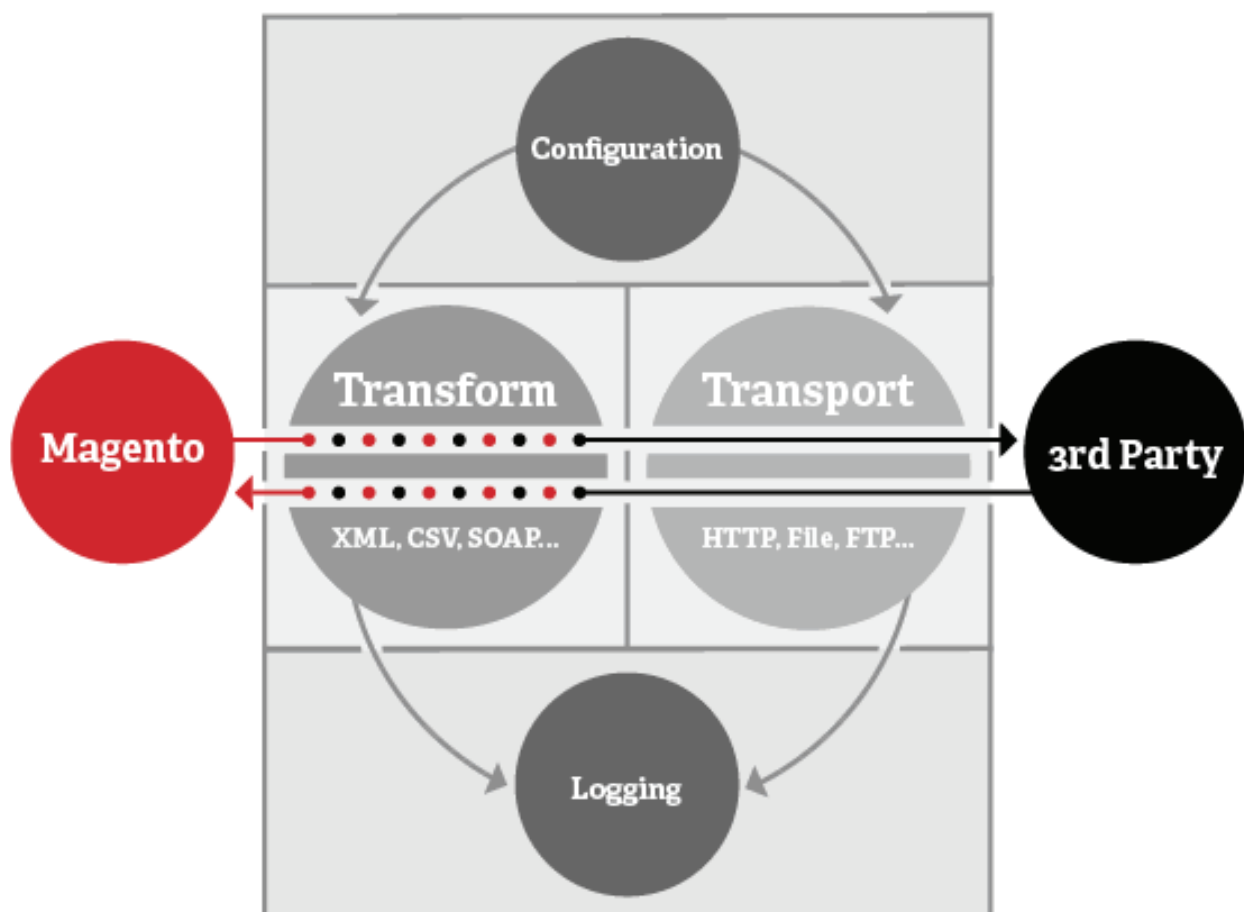
# About Our Integrations.

Our team have built a powerful framework for Magento integrations that allows us to build robust, transactional interactions with other service providers. Using this framework we can extend, support and upgrade users of our modules. The integration framework works as an abstraction layer between Magento and interactions with external business systems.

We re-use a single framework within each integration we build, allowing clients to continually and indefinitely receive updates and improvements to their Magento integrations - all of which are subject to automated unit testing. All modules also provide real-time transactional message history for all systems.

We regularly build enterprise resource planning (ERP), customer relationship management (CRM) and payment gateway integrations as part of larger solutions for Enterprise clients and have exclusive agreements with a number of service providers to develop and support Magento integration modules for their APIs.

*Our Integration Framework*



# Structure & Architecture.

Simply put, the task of a data integration is to transport messages from a data source to at least one data consumer. Our integration suite allows us to transport messages in a number of different ways: we can use HTTP(S), (S)FTP, file and email. Effectively, a message is just a piece of data to be passed from one system to another. When sending a message to a third party application, it is usually necessary to transform the source data into a form which the third party will understand. Likewise, data which is captured from third parties generally needs to be transformed into a form which is relevant to the local application. Our integration suite includes a powerful data transformation package which allows us to produce and parse strings in a number of forms, including XML, SOAP (using a WSDL file) and CSV. Within our integration suite, Magento modules act as the configuration; they tell the rest of the suite how to transform data and how to send and consume messages. When we produce a new integration – for example, between Magento and a payment gateway – we do so by creating a new Magento module which is designed to enable the integration suite to communicate specifically with that third party.

## *Code Structure*

The bottommost layer of the integration suite is the library. The library layer contains the bulk of the functionality required to produce data integrations, but is not concerned with administration interfaces or integrations with specific third parties. Instead, it provides us with the tools necessary to integrate with external systems. The library layer is obfuscated and no one outside of the Ampersand organisation is permitted access to its source code.

Sitting atop the library layer is the core layer, which is comprised of a number of Magento modules. While the library layer provides the functionality that allows us to integrate with external systems, the core layer builds upon that functionality to provide us with the tools needed to build actual Magento integration modules. The code comprising the core layer is not obfuscated. This approach is intended to provide transparency to third party developers so that they may extend, not modify, Ampersand's modules; any changes to Ampersand's core files are likely to be eradicated by any future upgrades to those files which Ampersand might provide.

Sitting atop the core layer is the community layer, which is also comprised of a number of Magento modules. The Magento modules comprising the community layer of the integration suite contain any configuration and logic required to integrate with specific external systems. Most clients will only use a subset of the modules comprising the community layer, depending on which systems they wish to integrate with, while clients will always possess the entirety of the core and library layers. As with the core layer, the code within the community layer is not obfuscated. However, if developers wish to alter the functionality of a community module they should extend it, not modify it, as any modifications to community modules will likely be wiped out by any future upgrades provided by Ampersand.

# Support, Helpdesk & Upgrade Processes.

## *Ampersand Support*

### *Our Support Services Include*

- Telephone support  
(For Enterprise subscribers)
- Email Helpdesk
- Roadmap
- Module Upgrades
- Installation Support

### *Telephone Support*

Our telephone support services run Monday – Friday 9am to 5.30pm GMT on 0161 236 5504. This service is available to subscribers of the Enterprise edition of the RTD module. If you are an enterprise subscriber and you need assistance, this support service allows you to talk to a member of the Ampersand Helpdesk who will either be able to respond to your query in realtime or log a ticket on your behalf.

### *Email Helpdesk*

Our Helpdesk solution is Zendesk. This services allows you to:

- Raise tickets
- Share tickets raised with members of your team
- Track the updates to tickets raised
- Rate your satisfaction with the outcome
- Provides and audit trail for your reference

### *Roadmap*

Each Ampersand module will have a Roadmap accessible through our Helpdesk solution. This will allow you to add items for consideration to the roadmap of the module. The Ampersand team will feedback on your ideas and advise on their inclusion where applicable.

### *Upgrades*

Notifications on impending upgrades will be made available through email notifications.

**For more technical and  
up-to-date information,  
please visit our wiki.**



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