Sorted ✔ product roadmap

We have a view of what Sorted is, and a vision of what it will become. These ideas have been thought through, and this document is a skim-read overview of a more detailed plan.

It's a roadmap for now, what's next, 2025 and beyond. Let's begin.

All products: Overview

Our engineers are performing a **product MOT** to enhance overall quality and performance of all products. **Flow remapping** identifies and addresses bottlenecks, and a new '**data dictionary**' will resolve inconsistent terminology.

Ship

We're creating a **single updated user interface** for Ship, to unify user experience and adhere to the product vision of streamlined operating. We're **optimising API Manager** to streamline processes and more effectively allocate engineering resources. We will adopt a realistic, cost-focused approach to **managing Azure expenses**, adjusting resources to match our actual needs. Understanding the concept of *autoscale* is crucial.

Track

Shipment status remapping will enable Track users to update shipment statuses to ensure accurate reporting. We will **define access control** for tools and products, and oversee who manages usage limits. We will improve Track to **allow users to set up a carrier connector**.

Carriers

The Windsor Framework is a government-led initiative to address shipping regulations for Northern Ireland. Special shipping measures are required. A **CIS rollout** aims to enhance our carrier integration process, from bespoke integrations to a modular, standardised approach. We will roll out the **booking orchestrator** to streamline the integration process and reduce the need for custom solutions.

All products: Improve, upgrade

Improve **tools and equipment**. Standardise the way we manage time using **UTC**. **Tune our products** to run more efficiently and effectively.

Ship

Trace logic routes to enhance transparency and understanding. Leverage **multi-tenancy templates** to simplify the management of large, complex systems. Implement a system where **bandwidth use** is managed similarly to broadband data packages.

Track

Tracking standardisation, so systems are aligned – enhancing products so users can manage issues directly. **Carrier feed alerts** that empower customers to resolve issues themselves. **Data replay automation**, so tracking data is replayed when feeds go wrong.

Carriers

CIS – second rollout: Online booking. Implement changes to ensure our systems can access and consume **UPS's upgraded API suite**.
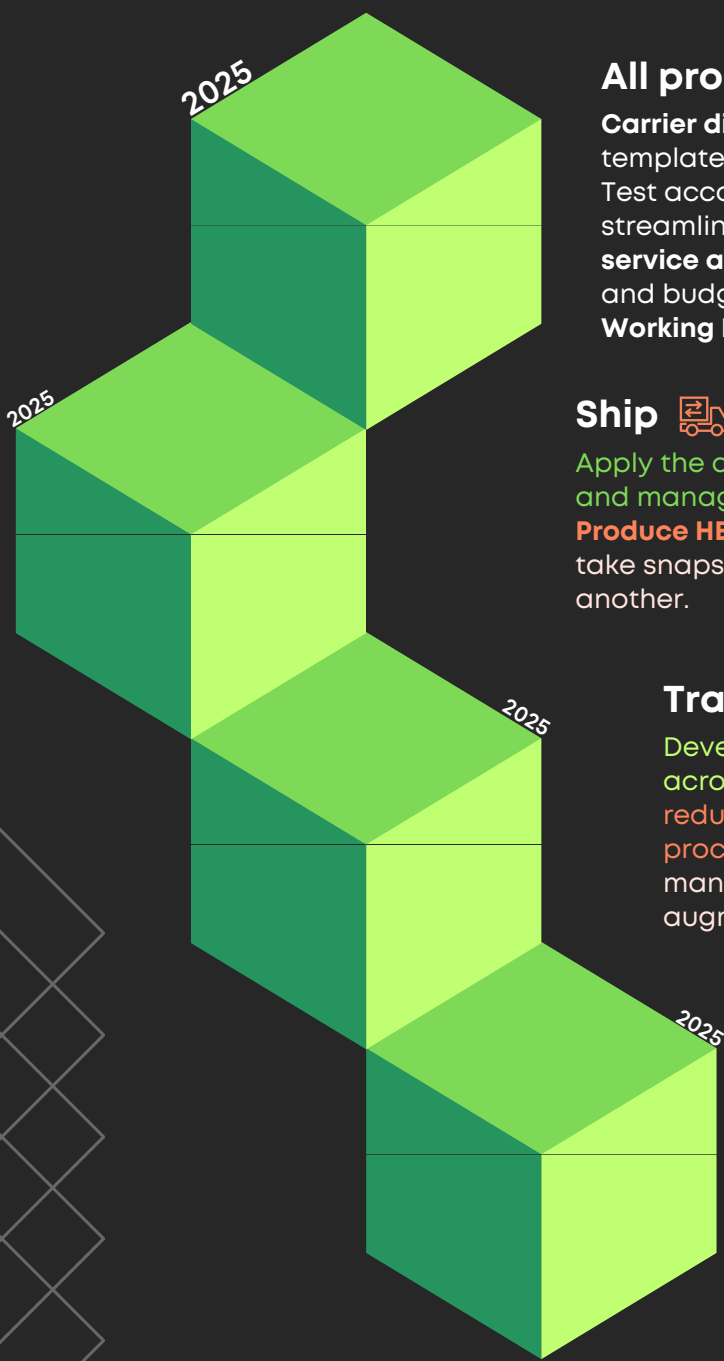
All products: Templates etc

Carrier direct flash is a vision for the adoption of templates that can be reproduced for new carriers. Test accounts on a **single live environment**, to streamline ops, reduce costs and improve UX. **A tiered service approach** to better align with customer needs and budgets. Let users configure working days with **Working Days 2.0**, avoiding bank holiday issues.
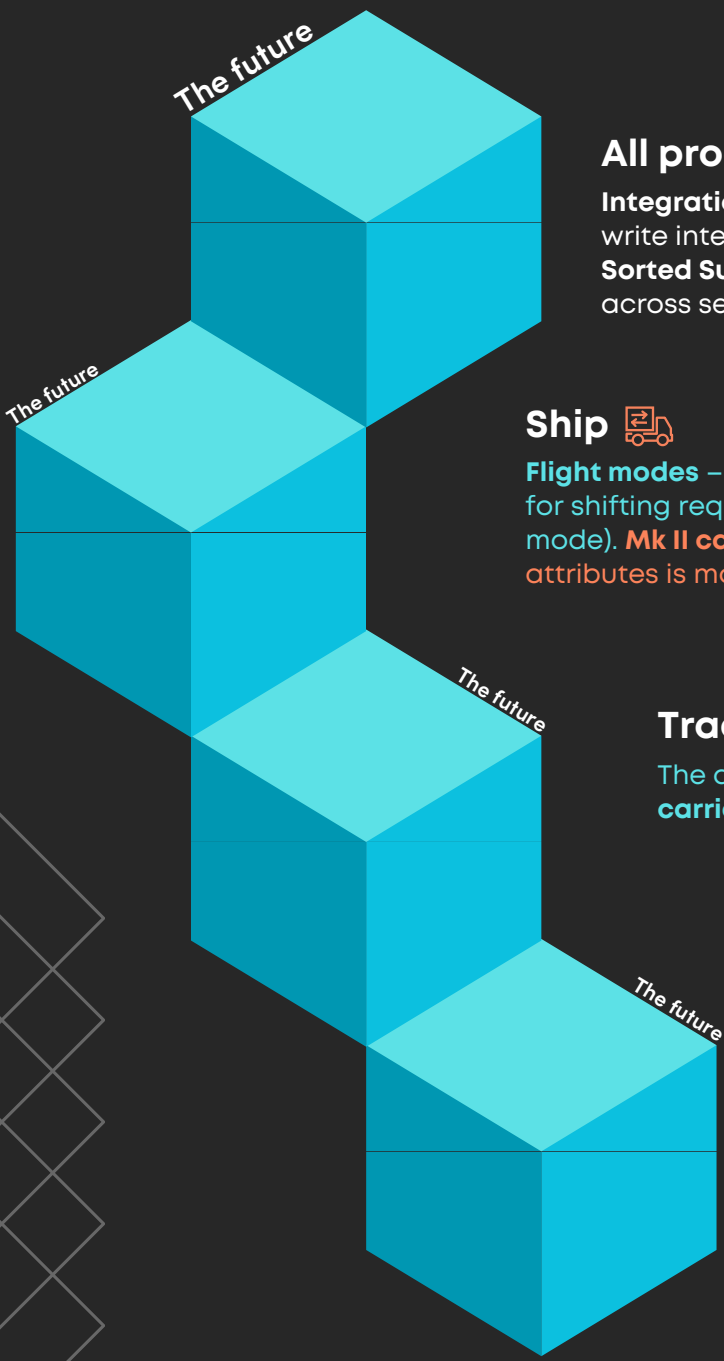
Ship 🚚

Apply the concept of '**terraforming**' to automate the setup and management of various entities with templates. **Produce HERO mk II**. **Configuration clones** will allow us to take snapshots from one environment and reuse them in another.

Track 📦

Develop a **single track engine** that can be shared across products. Leverage **carrier webhooks** to reduce redundant checks and improve update processing. Strategically use **feature toggles** to manage and customise products offerings, to augment customer subscription levels.

Carriers 🔀

The official **launch of CIS** following a year of incremental progress and phased rollouts.

2025
2025
2025
2025

All products ...

Integration app store – tools and developer kits to write integration apps. One product, and it's called **Sorted Suite**. And **Sorted Bundles** represent credits across services.

Ship 🚚

Flight modes – different mappings for configuration, for shifting requirements (economy mode and speed mode). **Mk II carrier attributes**, so multiplying attributes is more efficient.

Track 📦

The ability to switch between **carrier operational modes**.

Carriers 🔀

Push out **carrier self-integration tooling**, so carriers bear the resource.

The future
The future
The future
The future

This is the beginning of a long, exciting journey. This is the vision, but it's by no means fixed in stone. All of us will contribute to the vision to allow it to grow, evolve and succeed. Its success will be our success.

Let's get things Sorted!