



Order Management - The user and provider perspective

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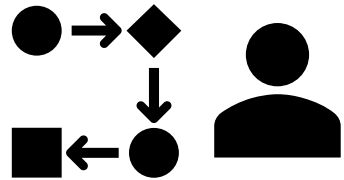
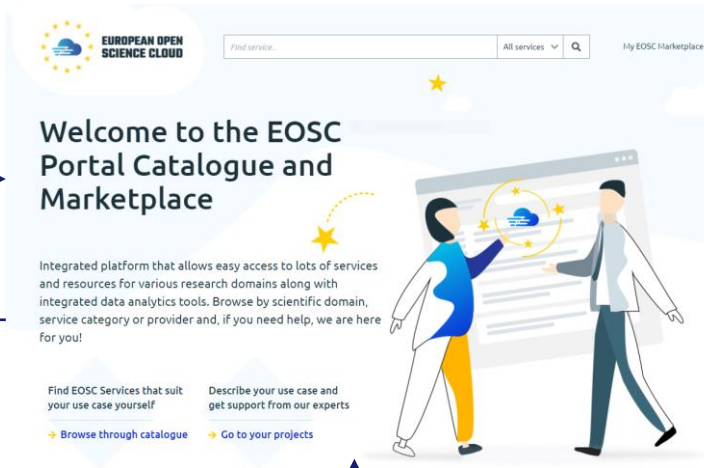
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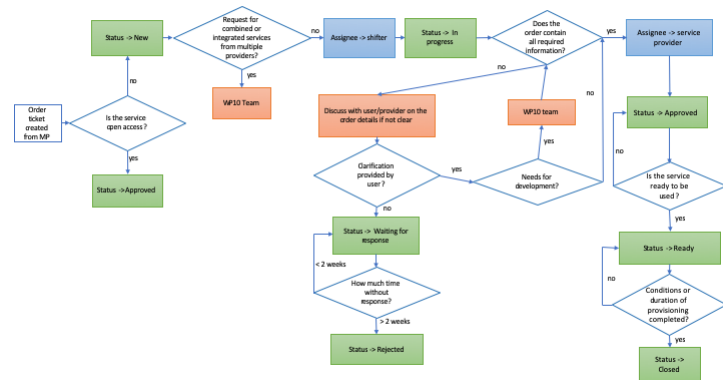
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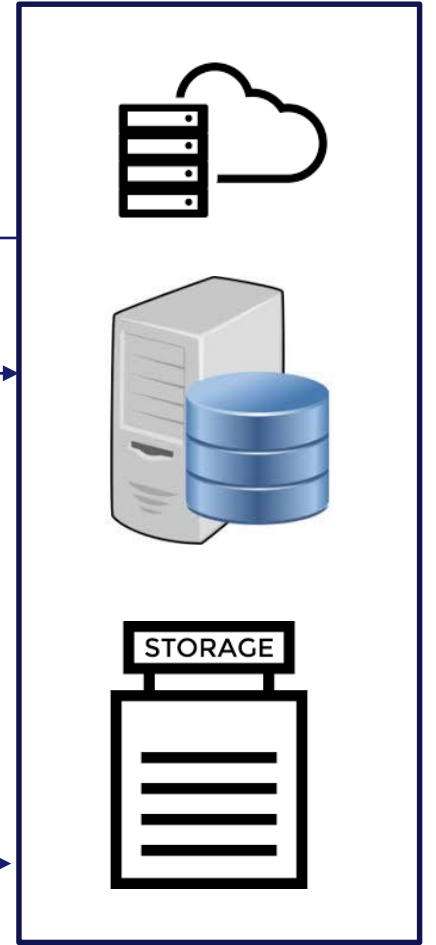
- EOSC Portal and Marketplace
- Ways for users of accessing services via the EOSC Portal
- How requests are processed
- Some statistics



Users



Order Management



Service providers

- EOSC-hub established an access control system as part of Marketplace component of the EOSC Portal
- When a new service is registered, the provider has to choose the desired integration level with this access control system (also called order management system)
- Access options for user:

Open access



Orderable via provider channel

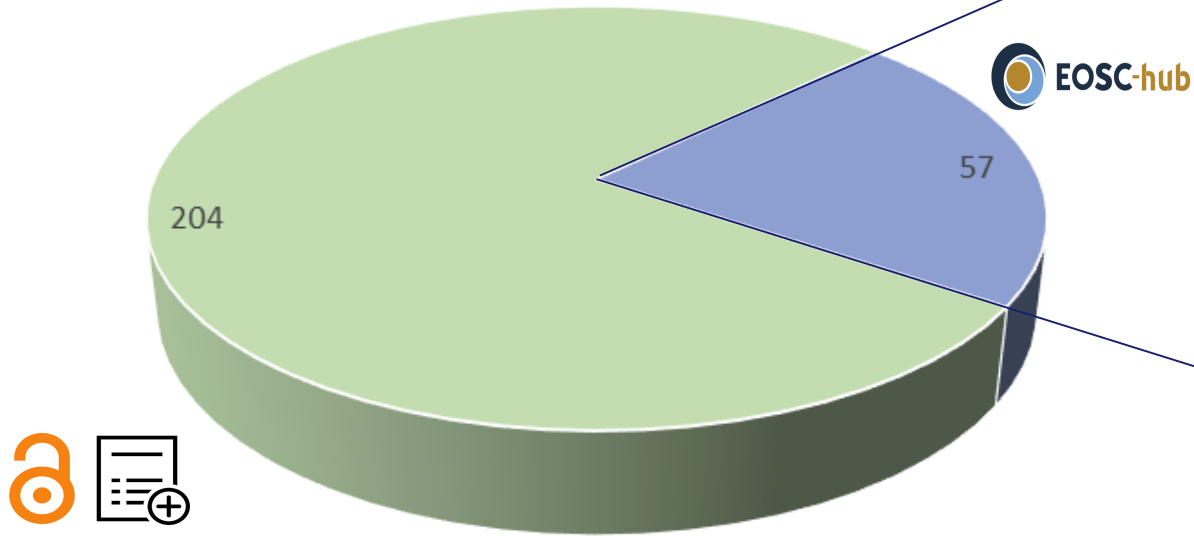


Orderable via EOSC hub

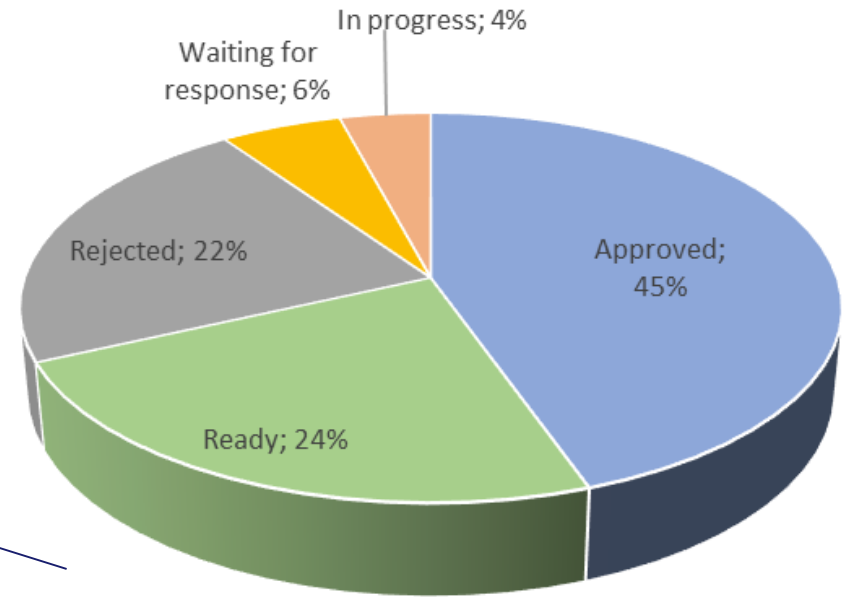


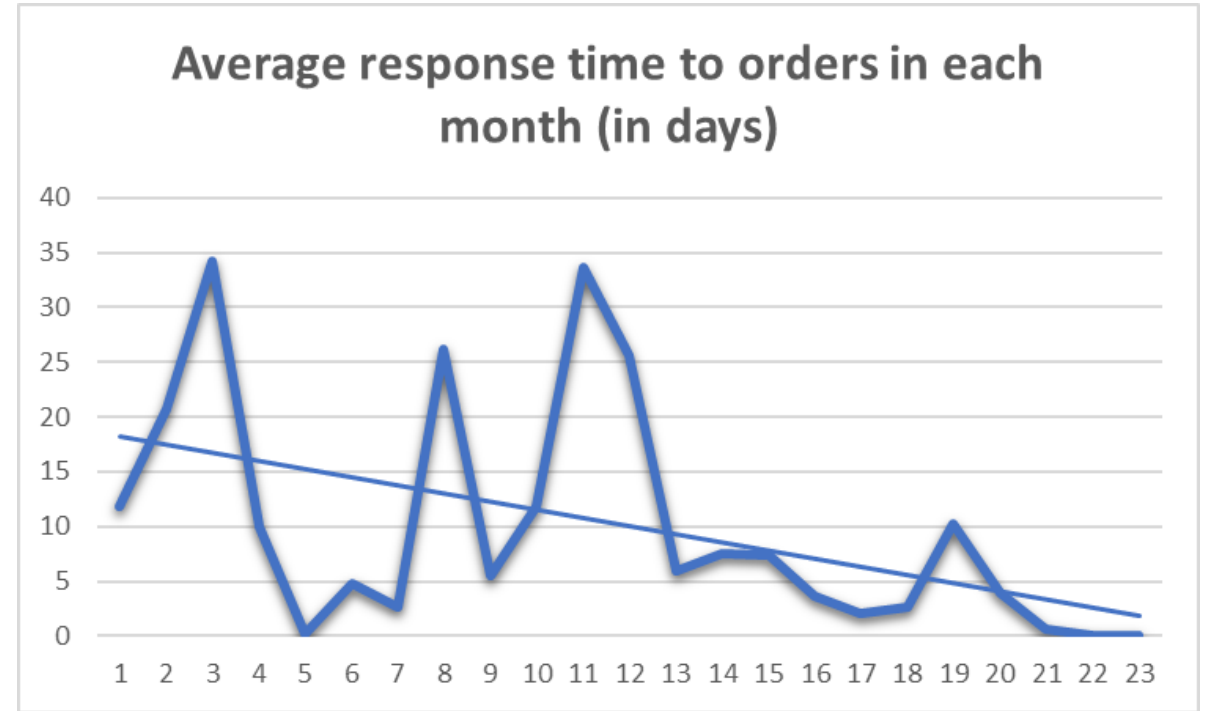
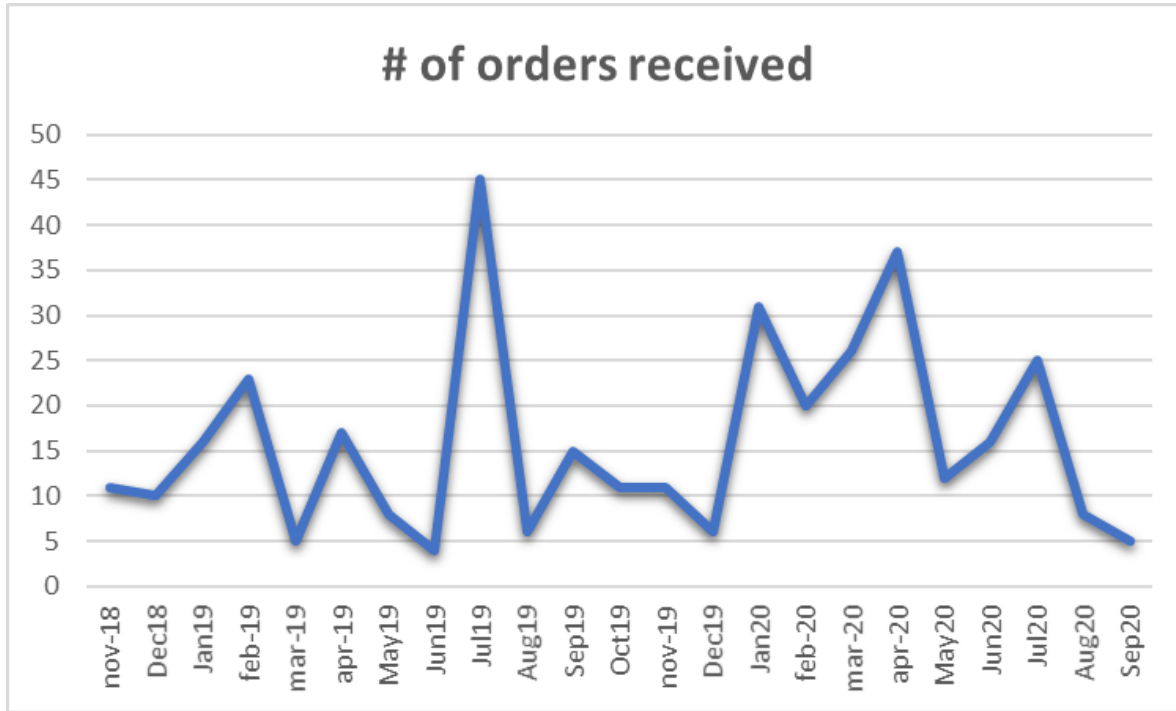
- How users can access the services
- How users can order the services
- How orders are managed

Services in the EOSC portal



EOSC-hub processed orders (361 in total)





One third of the orders require some interactions/clarification with the users

**Thank you
for your attention!**

Questions?



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