

Marketplace

EOSC Portal Catalogue and Marketplace provides a platform which enables different kinds of users, with different skills and interests to discover, access, use and reuse a broad spectrum of EOSC Resources. It not only does offer *advanced compute and data services* from publicly-funded and commercial organisations, it also allows researchers and institutions to focus on value creation and increase the excellence of research and European competitiveness.

Features

Registration and Account Settings

Current roles in the system: Unregistered user, Registered user, Service owner/service provider, Admin.

- **Login** to the EOSC Portal using SSO from both EUDAT and EGI infrastructure (e.g. Service Portfolio Management Tool, Operational Tools, GOCDDB) and use a variety of identity providers
- The Marketplace is tightly integrated with already available services from both EUDAT and EGI infrastructure, so in case you want to **change** your profile information, it should be done on the infrastructure which is used while you log in to the Marketplace.

Searching in the Marketplace

The user can search for services in the following ways:

- Browse category tree.
- Filter all services by category or subcategories.
- Search services using text (all services matching text of category, name, short and long description apply).
- Find services by its name, by target group, by selecting service properties specific to the category, by quality tags, by Providers
- Inserting a tag into the search bar.
- Looking up the tags connected with a service in its description page and clicking on one of them.

Projects in the Marketplace

Current roles in the system: Single user as your own academic research, Representing a research community as larger community collaboration, Representing a private company.

The marketplace projects is a lightweight approach to assist users on organising their services and related orders into logical blocks which share a common purpose and gaining support in the scope of the created project.

The user can:

- **Create** a project
- **DELETE** a project's details
- **EDIT** the project details
- **DUPLICATE** the project details
- **Archive** a project's details

Ordering process

The user is guided step by step through the service order management process and ability to get assistance from international technical teams, who provide advice on the most suitable solutions to address the digital needs.

The user can:

*In case of **no ordering required** (Such services are open to everyone, no login required.*

- Add the service to the project for the tracking aim, to have a history.
- Send a message to the provider in relation to order processing, see the provider's reply in the context of the order status

*In case of **Orders to be delegated***

- Order the service following the EOSC-hub marketplace workflow without the need of following customer procedures
- Check the status of their orders and download the SLA from the EOSC-hub Marketplace
- Send a message to the provider in relation to order processing, see the provider's reply in the context of the order status

*In case of **Orders to be processed via the Marketplace***

- Order the service following the EOSC-hub marketplace workflow without the need of following customer procedure.
- Check the status of their orders and download the SLA (when the order is approved) from the EOSC-hub Marketplace
- Send a message to the provider in relation to order processing, see the provider's reply in the context of the order status

- **Receives a separate email with rating questions about the ordering process and service itself.**

Communication/Support

The user can:

- Check FAQ questions (Help page)
- Post an opinion about the service
- Contact with contact Provider via "Contact with Service Provider tab" during the ordering process
- Ask questions related to the service (for registered and no-registered users)

Additional documents :

- FAQ questions (Help page) - <https://marketplace.eosc-portal.eu/pages/help>
- User journey (will be created soon)
- [Marketplace description](#)

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