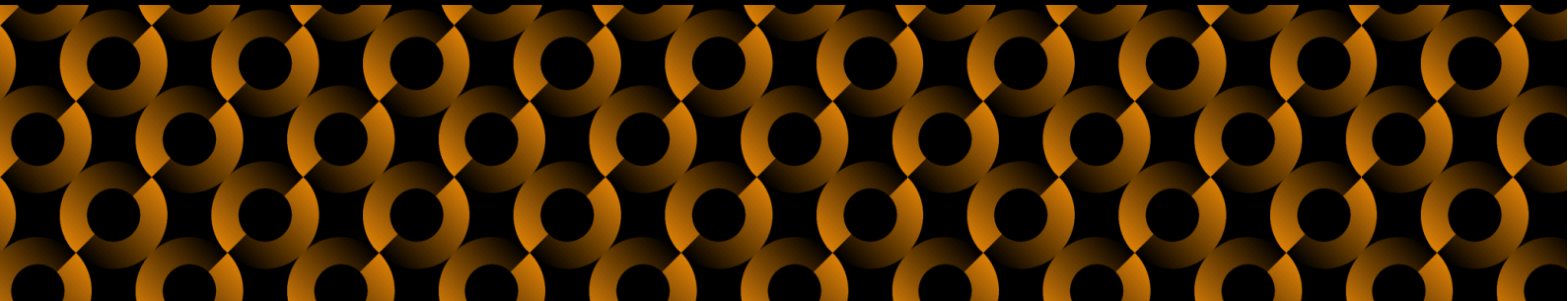
BUYER'S EVALUATION PACK

nShift Ship RFP and security answers

What operations, IT, security and procurement ask, answered with the evidence behind each one.



What a focused evaluation digs into

The delivery you hand to a platform is the part you can least afford to go blind on. A platform decision runs through more people than it used to, and each one arrives with a different question: who owns the carrier connections, where the data is stored, what holds at peak.

This pack answers them straight, and links to the live source so you can check us yourself instead of taking our word. Where it stops, a demo picks up. Explore the full set of features at nshift.com/products/ship.

500+

carriers reached through one API

99.9%

uptime committed on every plan

ISO 27001

certified, externally penetration-tested

1. Carrier coverage and connectivity

When a carrier changes a rule, someone absorbs it. The question is who.

How many carriers do you support, and in which markets?

More than 500 carriers across 190+ countries, including 60+ pickup and drop-off networks and 1.2M+ pickup and drop-off points, all through one API.

Who maintains the carrier connections and absorbs carrier API changes?

nShift builds and maintains the connections. When a carrier changes or deprecates an API, nShift manages the migration, so keeping up with carrier API changes stays on our side. Recent examples include the FedEx, GLS, and UPS moves to REST.

Can we use carriers or services not yet in your library?

Yes. Carriers without a prebuilt connector are added through configurable custom carrier options, set up without development.

Can we run our own negotiated carrier contracts and account numbers?

Yes. You register your own transport agreements, account numbers, and freight-payer setup.

Verify: the nShift carrier network

2. Booking, labels, and documents

A shipment is only as good as the label and customs paperwork that leave with it.

Does the platform generate compliant carrier labels and customs documents?

Yes. Compliant carrier labels plus customs and paperless-trade documents, with parcel validation against each carrier's specifications. Print by nShift supports printing via the interface and the API.

Do you support consolidation and multi-piece shipments?

Yes, including goods-level data per consignment and consolidation of multiple parcels into one shipment.

Can service selection and routing be automated rather than chosen per order?

Yes, through rules-based automation and printing favourites.

3. Rate selection and cost control

Freight cost leaks one booking at a time, so the platform holds it at the point of choice.

How does the platform select the best service at booking?

ShipAdvisor surfaces delivery and rate options at the point of booking, and rules can enforce your routing logic over pure lowest-cost.

10-15%

average shipping-cost reduction from multi-carrier rate shopping

Rules over reflexes

Business rules decide which carrier handles each shipment, and the platform rate-shops every parcel for the cheapest compliant option, so cost control does not depend on whoever is booking that day.

4. Integration and architecture

IT inherits every integration and every outage, so it asks what Ship connects to and where it runs.

What integration methods do you offer?

A single REST API (Shipment Server, versions 1 and 2), file-based options, and 450+ prebuilt partner integrations across ERP, WMS, and e-commerce.

Where is it hosted, and what deployment models exist?

Public cloud on AWS in Europe with high availability across separate physical locations, private cloud on dedicated servers, or single-tenant on-premises.

Do you support single sign-on?

Yes: Microsoft Azure AD, Ping Identity, and Okta. API authentication runs over HTTPS with OpenID and bearer tokens.

What are your API rate limits and versioning policy?

Documented per-tier limits of 200, 400, and 700 requests per minute per endpoint, and two supported API versions, with v2 recommended for new integrations.

Verify: the nShift API documentation

5. Reliability and SLA

Reliability you can hold us to, in writing and on a public status page.

What is your uptime commitment, and how is it measured?

99.9% across all plans, measured by regular live-probe requests, with planned maintenance excluded.

What are your API response-time commitments?

300ms for a single business-critical transaction, and 2,000ms for ShipAdvisor option retrieval.

Is there a public status page?

Yes. It shows live status and 90-day uptime for Ship, the Ship dashboard, and carrier connections, so you can verify uptime yourself at any time.

How do you classify and respond to incidents?

Priority levels 1 to 4, with an Emergency Response Center covering Priority 1 and 2.

Verify: the live status page

6. Security and compliance

Security signs off before the deal moves, and these are the answers it checks first.

What certifications do you hold?

ISO 27001 certified, with an information security management system and the certificate available on request. Certification body: DNV.

Do you penetration test?

Yes, annual independent third-party penetration testing on our cloud systems within a risk-based security program.

Are you GDPR compliant, and where is data hosted?

Yes. Customer data is protected to GDPR obligations and hosted in AWS Europe, encrypted in transit.

Do you meet accessibility standards?

Yes: WCAG 2.1 Level AA, EN 301 549, and the European Accessibility Act.

Verify: trust and security and compliance

7. Analytics and visibility

What you can see across every carrier, in one place.

What analytics ship with the product?

Cross-carrier analytics, Ship and Track dashboards, and carrier performance data in a single view.

One view, every carrier

Cost, performance, and volume sit in one place, so you compare carriers on evidence rather than reconciling invoices after the fact.

8. Implementation, support, and commercial

Going live, who answers when something breaks, and what it costs.

What support tiers and hours do you offer?

Local business-hours support across plans, with an Emergency Response Center for Priority 1 and 2 incidents.

How is the product packaged?

Three tiers, Essential, Professional, and Premium, differing on functionality and API limits.

What is the pricing model and contract terms?

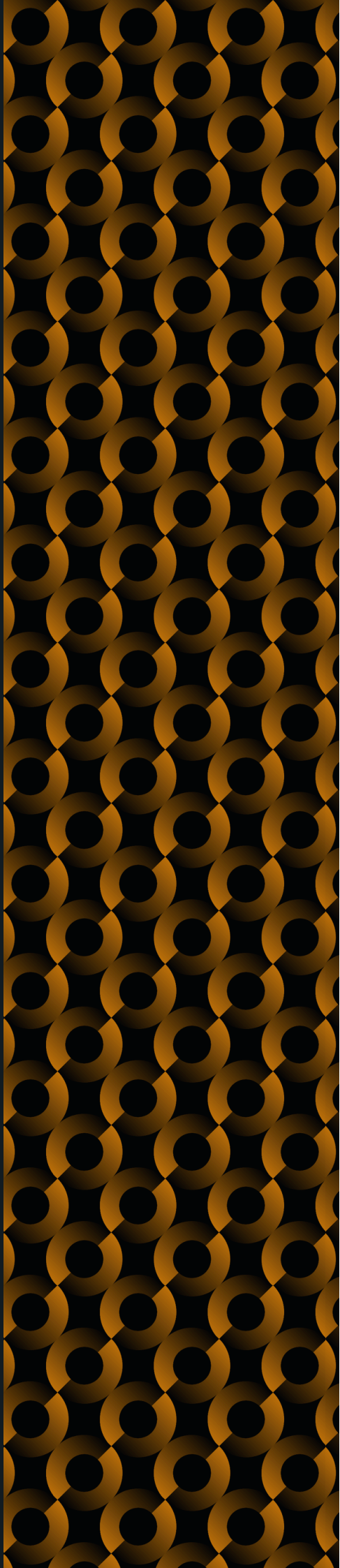
Pricing and contract terms are tailored to your volumes and needs. Your nShift contact will walk you through them.

Can you provide reference customers?

Yes, matched by size, sector, and geography, on request.

nShift

Bring the questions your committee still has

Book a short demo and we will map the certification detail, the SLA, and the architecture to your own carriers and stack.

Book a demo