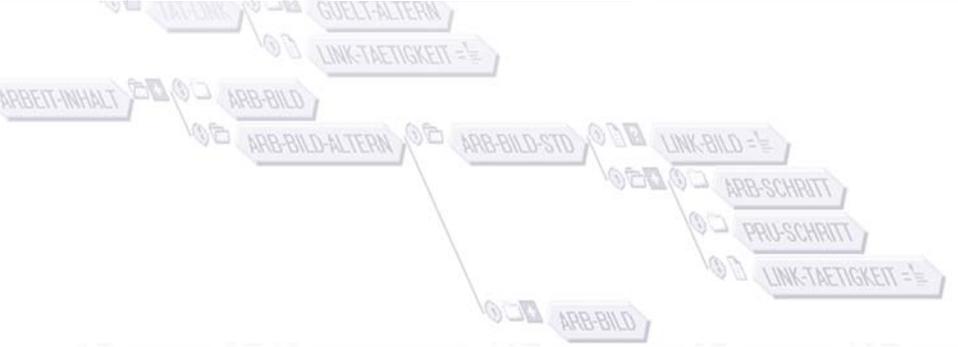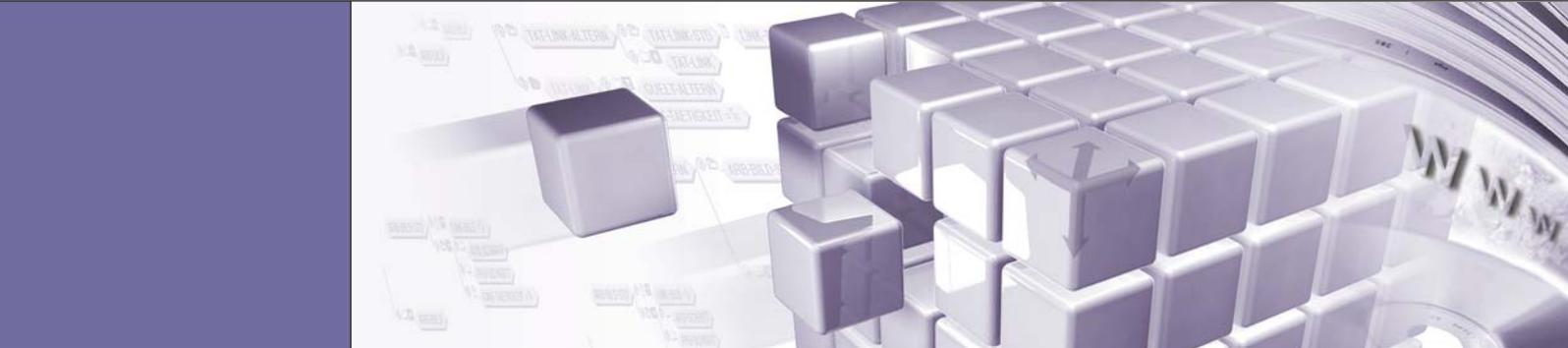# GRIPS

The corporate technical communication platform

Stay in control –
make the right decision

Every customer for whom you make it possible to take action independently and with confidence by providing high-quality information feels like a winner, and a good source of information is something no one will give up willingly.

As an information supplier, you have the responsibility of providing each "winner" with accurate information to suit every situation.

Your responsibilities seem to know no bounds – because customer requirements differ, situations vary, products range widely, communication technology is ever more complex and everyone wishes to be served in their own language.

We help you to stay in control, make the right decisions and take on the responsibility for providing timely, accurate information with continuing confidence.

Take command of the situation with GRIPS from STAR.

GRIPS – personalised information dynamically provided

Rather than storing information in page oriented documents or in content built around document structures (i.e. list, table, paragraph, etc.), GRIPS stores information in granular self-contained information units that are semantically structured according to the product information. This provides context for the information unit and the semantic structuring enables programmatic access to all information units and their constituent elements. With GRIPS you can synchronise product development processes and information creation. Information is stored only once, eliminating redundancies, time and expense. Content is captured and classified according to a contextually accurate, generic, content oriented structure.

This means that the information units can be analysed automatically and the content can be prepared for various uses and media.

GRIPS covers the entire information life cycle: from its creation, to its management, translation and publication, through to when the information is re-used. In this way, GRIPS customers benefit from synergies, save time and money and ensure long-term and flexible use of information.

GRIPS dynamically provides your customers with the right information in the desired language in all forms of media and in the right context.

With GRIPS, personalised content has become reality.

Areas of application for GRIPS

Global documentation collaboration environment

▲ *Research and development:*
  Customer requirement specifications, product specifications, product information
▲ *Work preparation and production:*
  Process descriptions, job instructions, acceptance reports and tests
▲ *After-sales:*
  Customer documentation, workshop documentation, parts catalogues, diagnostic processes and documentation
▲ *Software documentation:*
  Support information systems, online help, programme reference
▲ *Sales and marketing:*
  Product descriptions, technical datasheets, brochures
▲ *Administration:*
  Product data, tender specifications, contracts, status reports

Standardised documentation

▲ DITA
▲ DocBook
▲ ASD 1000D
▲ ATA iSpec 2200
▲ SAE J2008
▲ mumasy

The central concepts of GRIPS

The delta principle
GRIPS systematically uses the delta principle. Only actual new terms and phrases are compiled and translated. Unchanged information – together with your translations – are automatically inserted in the documentation of new products or product variants. This results in shorter creation times and cost savings over the entire product-information life cycle.

Contextually structuring content
It is not until content is structured in context that stored information becomes really valuable. Sector and subject-specific content structures describe the information elements and how they are connected. Combining these with links between different subject areas produces the subject and customer-specific GRIPS information model (knowledge network).

Transparent information management
The information units are managed in a transparent information matrix: Each information unit is classified according to subject / object / variant and language. This transparent classification guaranties a unified storage system and rapid, easy retrieval.
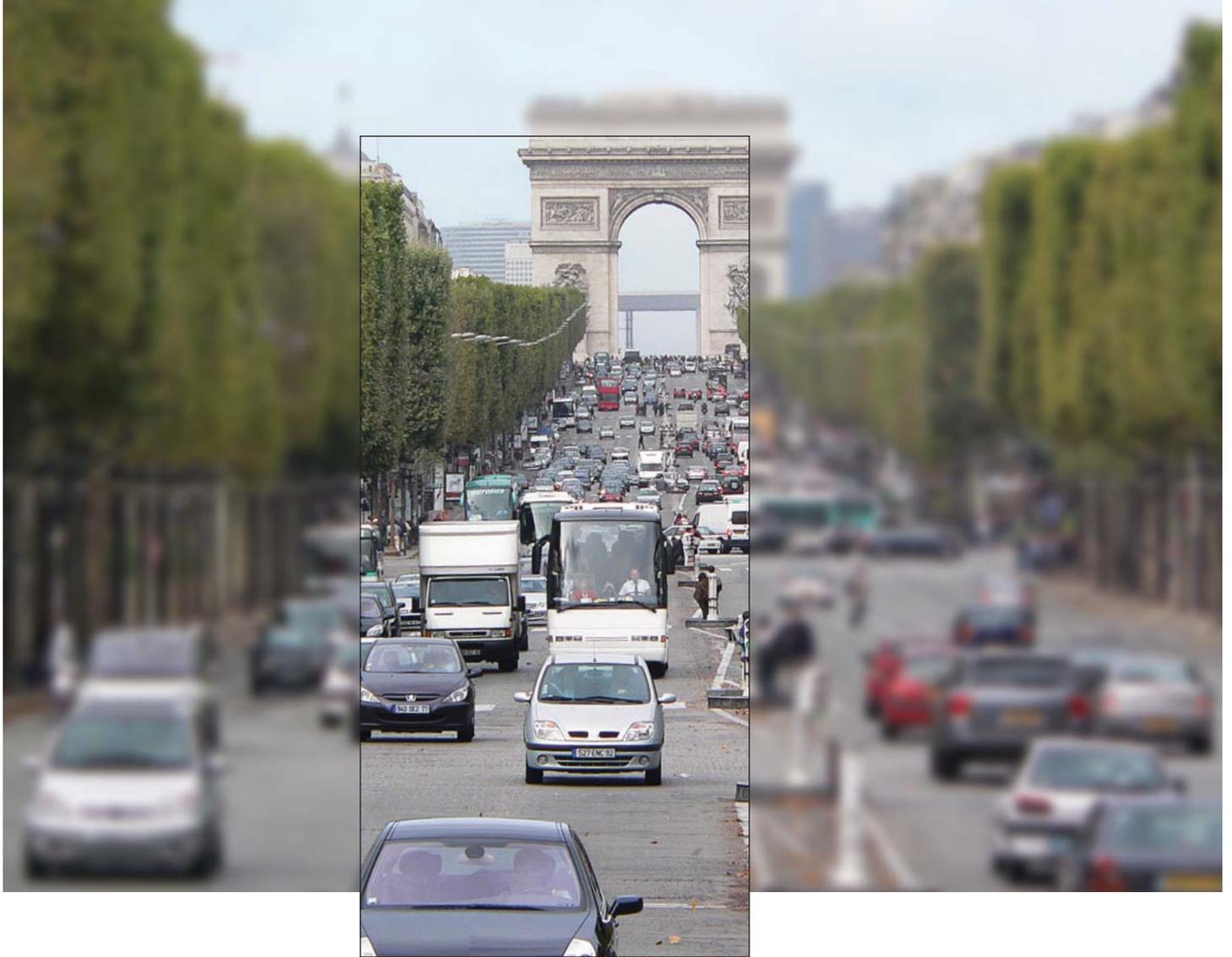
Automatic publication
GRIPS stores content independently of the subsequent publication structure and the layout in subject-specific information structures. With the powerful publication module, GRIPS formats the intelligently structured information automatically. This is how product, target group and situation-specific product information is produced in a suitable format for paper, USB stick, DVD, internet, web-enabled mobile phones and diagnostic or control centre systems.

How you benefit from GRIPS

Synchronise cross-organisational functions with timely, accurate product information

▲ Improvements in efficiency and quality
▲ Shorter time-to-market
▲ Extremely high level of re-usability of information once created
▲ Fully-automatic creation of publications in all languages and in all types of media
▲ Product and target group-specific documentation
▲ Appropriate documentation on-the-fly for every situation
▲ Efficient information research and controlled navigation
▲ Complex query and analysis options
▲ Information and data of the highest quality
▲ Open system and open data
▲ Maximum compatibility and integratability
▲ Highly cost-effective
▲ Higher customer satisfaction and retention
▲ Higher quality product and corporate image

Optimisation across
the entire information process

GRIPS improves the quality of information and the productivity of everyone involved throughout the entire information chain – from information creation to usage.

The contextually-based structuring of information guarantees high-quality data – every item of information is stored only once, and re-usability is dramatically increased. Creating and updating new content this way is fundamentally more efficient, even for large documents.

The information matrix enables rapid contextual orientation and ensures an up-to-date project overview at all times – in all languages. The information model facilitates interdepartmental teamwork. Workflow solutions are used to standardise and control processes.

What is your role in the information process?

Technical author

Authors research and write content using the GRIPS Editor. The functions supported include: displaying content structures, creating and following relationships between information units, spellchecking, etc. Mindreader, which is integrated into the GRIPS Editor, provides the author with context-sensitive sentence and terminology suggestions from existing phrases while you are entering text. Identical content is thus identically phrased, in all languages.

Documentation manager

Documentation managers use the GRIPS Manager to monitor and coordinate their projects and teams. The GRIPS Manager provides a multidimensional management structure for configuring the status model, managing history and versions, creating user accounts and access authorisations, documenting the data repository, creating business reportings and synchronising created content between different sites.

IT manager

Centralised data management in GRIPS simplifies the work of IT managers with: savings in storage space, simplification of data backup, secure issue of access authorisations, reliable synchronisation functions where there are separate sites, flexible interfaces with other company databases such as technology, manufacturing, finance, marketing, etc.

Translator

Translating is a similar type of operation to authoring – except in a different language. Since GRIPS ensures information units are only translated once, the translation volume is drastically reduced. Due to the granular, context-based structure, the translator always has all the information at hand – in both source and target languages. And that means that the translator has access to information about the context of the document even for the smallest information entries.
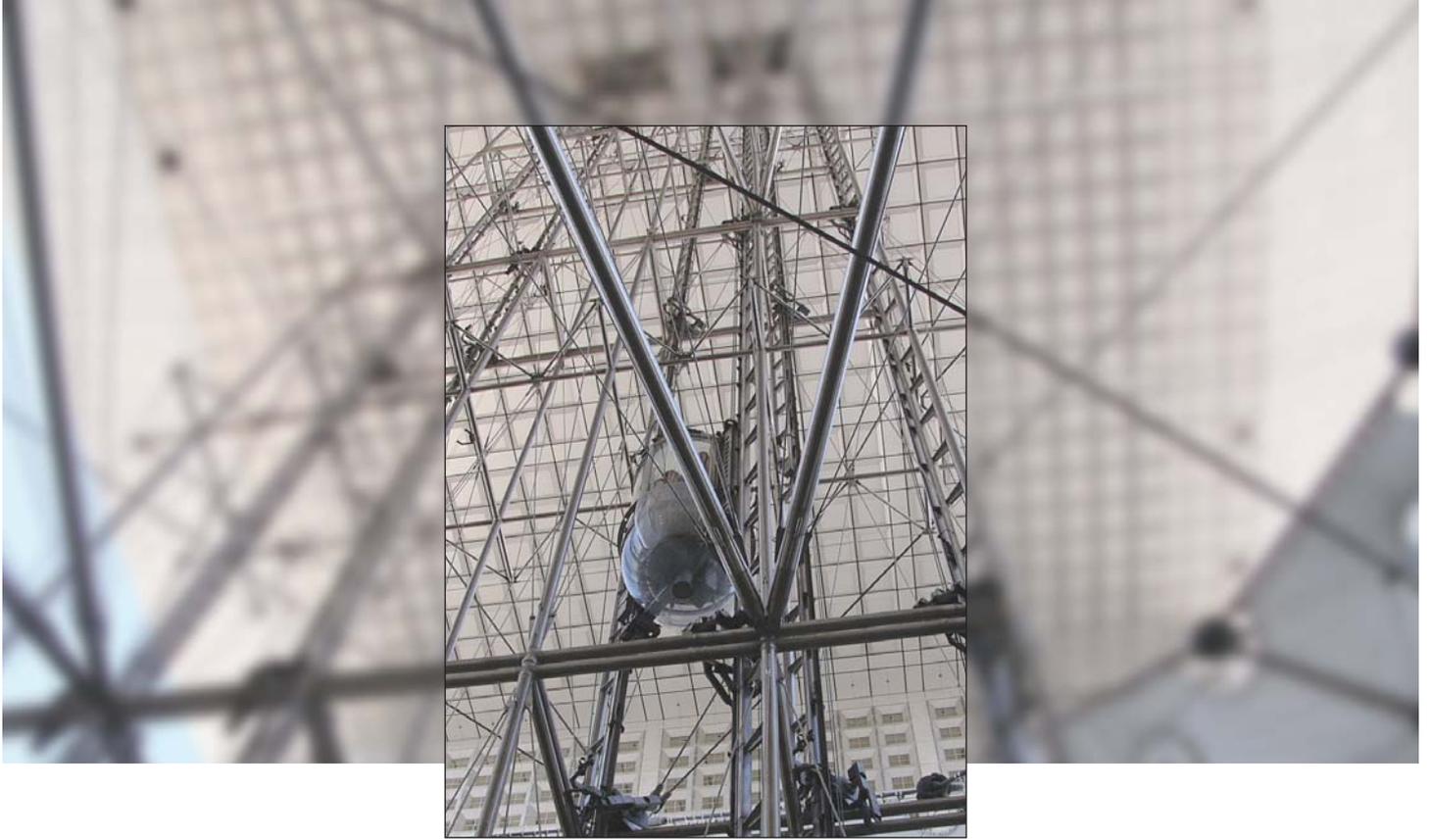
Publication manager

The automatic generation of documentation in GRIPS offers unique advantages: shorter publication cycles, faster updating, ability to make amendments right up to the point of publication, complete elimination of all desktop publishing and layout work in all languages, output in any medium and perfect coherence of information for every publication.

Terminologist

Because GRIPS is directly linked with the TermStar or WebTerm terminology databases, you have direct access to the latest terminology lists. Terminologists can directly process, translate and assign attributes to new terms added by authors and thus make the updated terminology databases available for subsequent stages in the authoring process.
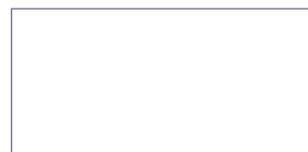
Modules, interfaces and techniques

GRIPS is a standardised comprehensive solution for information management with fully integrated, user-configurable modules. GRIPS standard solutions can be used in any market sector (automotive industry, engineering, pharmaceuticals and medicine, insurance and finance, electronics, software and many others).

By means of subject and client-specific information and process analyses, GRIPS solutions are tailored to any requirements specification.

The information model used promotes company-wide teamwork and information processes. Due to the open software architecture, the comprehensive API and precisely defined interfaces, GRIPS can be perfectly integrated into any business IT landscape.

In addition to seamless interaction with development, production and management solutions, STAR's other corporate language management and process automation tools can be fully utilised from GRIPS.

GRIPS is the solution for your information processes from development to diagnostics.

User-friendly interfaces

The central module of the GRIPS software is the matrix. It is used to manage the data repository and at the same time it is the core component of the user interface for navigation throughout the entire information repository. Users can easily identify and select the information units to be processed from the matrix. The matrix is also an excellent means of monitoring project statuses.

Process automation

Using process automation solutions, the effort expended on file handling and control during the authoring and translation process is reduced with support for project planning, monitoring and quality assurance, etc. Standardised processes are carried out automatically and predefinable quality controls are executed by the system.

Version and history management

Every change to the database is recorded and documented along with date and time details and is therefore retraceable and auditable at any time. This means that "historical" documentation published previously can be regenerated quickly and accurately at a later time.

Local and global collaboration

GRIPS is the ideal way to support distributed teams working together to create technical documentation. Due to the common GRIPS information model, all team members can see the work done by their colleagues and can make use of their information input where required. In that way, all members of the team are always using the most up-to-date data, even those in different locations.

Individual user management

A wide variety of access authorisations can be defined for different user groups or individual users. Those authorisations can be allocated at different levels for specific matrix axes and even individual information units.

Intelligent quality assurance

The semantically-labelled data in GRIPS guarantees high level of data intelligence, reliability and evaluability. Thanks to quality assurance functions during information entry, an intelligent data repository with high-quality content is created. Empty and incorrect references in the data repository are prevented by testing for data integrity and links.

Multilingual information management

Foreign-language versions of the information units are also managed in standardised data structures by means of the language axis of the GRIPS Matrix. GRIPS uses the Unicode standard (ISO 10460). There are no restrictions as to the authoring and translation language in GRIPS. You can translate from any language into any other language. The procedures still remain identical.

High performance with minimal requirements

GRIPS delivers high performance even with minimal hardware requirements. The single-source principle that is applied to data management and organisation makes GRIPS processes simple and fast. Using GRIPS is an investment in the longevity of information and a guarantee for optimum creation and maintenance with minimum effort.

Automatic layout generation

GRIPS makes manual layout/formatting work a thing of the past. Information selections are output entirely automatically, according to product, target group or situation requirement, based on previously defined layout specifications. And this process applies across all languages and media. GRIPS is now the fastest layout generator in the world by a clear margin and outperforms other systems in terms of reliability.

Outstanding integration capability

GRIPS supports a number of database systems such as Oracle, SQL-Server, etc. GRIPS is able to synchronise data with existing source systems in the IT landscape (e.g. CAD, spare parts database, ERP, PDM, PLM) via file or database-type interfaces. This means that long-standing and proven structures and information can be re-used or exchanged with GRIPS.

STAR

You can reach us anywhere in the world

We look forward to hearing from you.
Visit our website or simply call us.

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