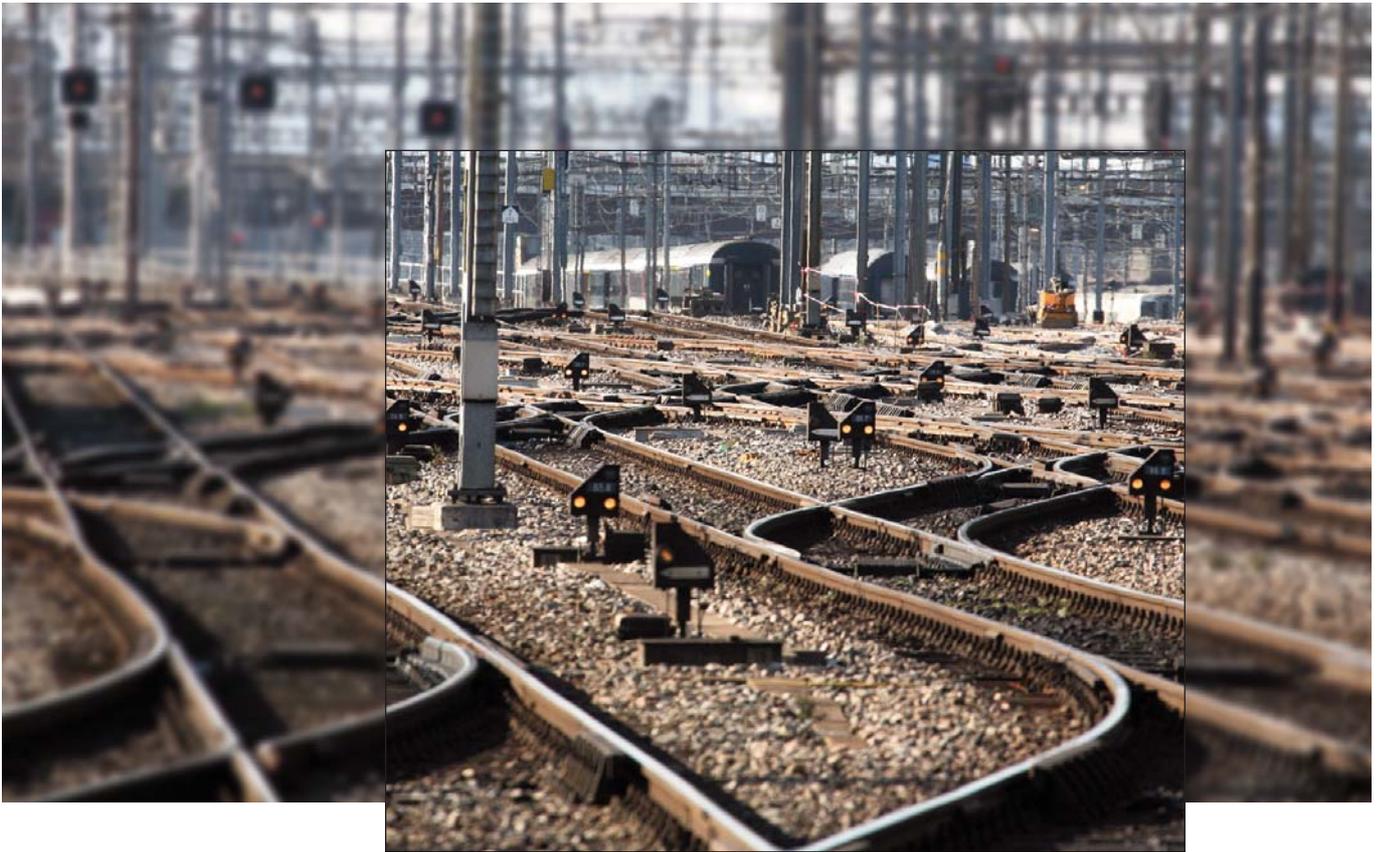




The CPM Platform from STAR

Industry solutions for
Controlled Corporate Process Management
On the right track with STAR James





Railway networks – connecting and providing access

Since the pioneering age of the railways, we have been planning and creating transport networks around the world. Tracks have been painstakingly laid, acting as ‘unobstructed routes’ through the widest variety of landscapes. Bridges, tunnels with minimal changes in gradient, forks, parallel tracks, various intersections and transport hubs are all created with the ultimate goals of safety, reliability and transport optimisation in mind. The increasing need for transport could not be reliably handled today without our global railway network.

Process orientation in industry, business, administration and management presents those involved with similar challenges. The search for resources to support process definitions, standardisation and optimisation while keeping individual process demands in mind has become a central issue. In particular in the area of controlled processing of computer data, the targeted use of system solutions could achieve considerable potential savings, and both process chains and work results could become more secure.

Industry solutions for CPM (Controlled Corporate Process Management) with STAR James

The industry solutions for CPM from STAR create the ideal conditions in your company or organisation for managing data content processing in a faster, more controlled manner. Supported by systematic data workflows, the individuals involved in the process are included for just the relevant tasks, the work packages are ideally prepared and better process communication and teamwork provides extra motivation, all of which considerably improves the consistency and quality of the work output.

The CPM Platform from STAR covers the following areas

- ▲ Definition of data types, workflows, responsibilities and quality controls
- ▲ Optimisation and standardisation of processes
- ▲ Specification of measurable and testable project and process variables
- ▲ Secured data access and process control
- ▲ Comprehensive traceability of projects
- ▲ Reliability in project and budget planning
- ▲ Optimisation in resource management (internal / external)
- ▲ Reduction in implementation times
- ▲ Higher process transparency with comprehensive on-demand reporting
- ▲ Improved integration of new resources
- ▲ Sustained and continuous improvement in process quality and cost-effectiveness

Standard components of the CPM Platform

- ▲ Central STAR process server (STAR James)
- ▲ CPM Portals (web-based access)
- ▲ STAR James Services (standardised task modules)
- ▲ STAR James Job Ticket Editor
- ▲ STAR James Postman, Watchdog, Error Handler
- ▲ STAR James Interface Modules
- ▲ STAR James Capacity and Resource Management
- ▲ STAR James Database Server (reporting)

Detailed information about the components is available in the respective white papers.

Key benefits of the STAR CPM Platform

- ▲ Shorter project lead times
- ▲ Standardised and documented project workflows
- ▲ System support in all project phases
- ▲ Improvement of internal project-related communication
- ▲ Elimination of file handling
- ▲ Minimal data management
- ▲ Maximum reuse of existing material
- ▲ Protection of proprietary knowledge (secured company or organisation expertise)
- ▲ Optimum planning and use of resources
- ▲ Specialists able to concentrate on their core competencies
- ▲ Clear responsibilities and increased transparency
- ▲ Maximum integration and communication with existing infrastructure and IT systems
- ▲ Simple migration when restructuring how work processes are organised
- ▲ Achievement of potential savings in the area of process management (optimisation of capacity utilisation)

Highly configurable and easily customised

The STAR CPM Platform – for every application:

- ▲ Development, production and information processing for the manufacturing and software industry, as well as for banks and insurance companies
- ▲ In validation and authorisation procedures for authorities and organisations in a wide variety of specialist areas
- ▲ In consultation procedures for the public authorities (e.g. the courts, politics, police, fiscal authorities)
- ▲ Support and automation of structured IT processes
- ▲ Control of outsourced projects and integration of external resources





The control centre – centralised and clear

Every train movement on the railway network is controlled by the centralised railway-traffic control centre, which checks track occupancy on specific routes and blocks that section for other trains. A central analysis of all the supplied journey data allows network utilisation to be optimised at the electronic control centre and for timely intervention to be provided in an emergency.

Thanks to the ergonomic design of the CPM platform from STAR, users can see all the necessary control and operation windows at the same time, just like in an electronic control centre. Consistency in processes, high levels of integration of the individual modules and full transparency in the user data ensure that you always have your information and data processes under control throughout the entire company. The system takes care of the following important tasks for you: data handling, process management and control, planning of resources, orders and budgets, reporting, administration and archiving. The CPM Platform from STAR promotes teamwork between personnel from a wide variety of different departments that are involved in the process, and can be adapted to the organisational structure of the company concerned.

The STAR CPM Platform – freely configurable for a variety of applications

Standardised processes are of fundamental importance for the long-term economic success of a company. Clear definitions and delimitations in the assignment of tasks and responsibilities, proven, reliable and controlled workflows, and detailed and traceable reporting ensure maximum efficiency. The potential of specialist personnel and the resources and processes available are used to their full advantage.

The STAR CPM Platform can be used in a wide variety of fields of application.

Industry and production plants

- ▲ Control for product research and development
- ▲ Quality assurance of prototyping (start-up processes)
- ▲ Process planning for production
- ▲ Product-specific approval procedures
- ▲ Standardised processes in the area of IT
- ▲ Archiving management
- ▲ Support in the areas of standards, patents and contractual matters
- ▲ Company-specific information processes (e.g. product communication)
- ▲ Guarantee and warranty management

Banks and insurance companies

- ▲ Validation of financial products and services (e.g. structured products)
- ▲ Risk management
- ▲ Damage assessment and validation process
- ▲ Support for administrative tasks (e.g. purchasing, human resources)

- ▲ Maintenance of customer portfolios
- ▲ Validation in contractual matters
- ▲ Monitoring of forward transactions

Public authorities / government agencies

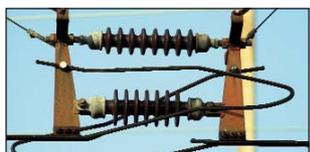
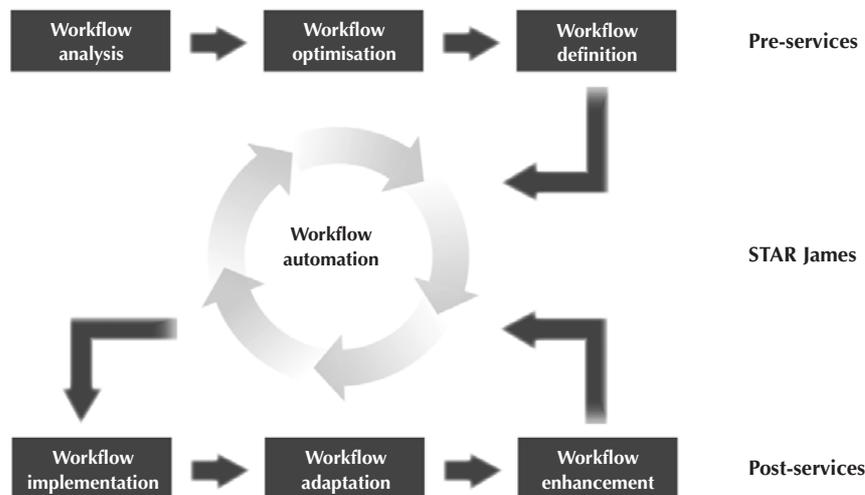
- ▲ Authorisation processes
- ▲ Land register / criminal records
- ▲ Consultation procedures
- ▲ Communication of prosecution proceedings
- ▲ Deadline management
- ▲ Appeal management
- ▲ Control of communication rules and standards (e.g. registration forms, tax returns, etc.)

Transport and logistics

- ▲ Management of resource planning
- ▲ Controlled reporting processes (e.g. maintenance and repair work, flight data)
- ▲ Maintenance of past events (traceability of processes)
- ▲ Fleet management
- ▲ Management of transport papers (e.g. customs documents, delivery notes, orders)
- ▲ Stock management

Health care / pharmaceuticals

- ▲ Drug licensing
- ▲ Disease and / or patient reports





Convenient and reliable transport

The quickest route, suitable rolling stock, optimum timetable and the correct settings at the points and signals.

In order for the railways to run smoothly, well chosen routes are required in addition to a well structured railway network.

Points, check and control signals, reliable rolling stock, continuous maintenance and repair of the railway network, efficient transport logistics, ideally situated stations and transit hubs, and a reliable energy supply all ensure efficiency and competitiveness, both now and in the future.

Comprehensive process analyses, optimised systems and workflow architectures, careful implementation and system integration in line with the customer's situation and requirements, and a practical, comprehensive support strategy ensure the successful and sustainable use of CPM technology for your projects.

Take the inside track to successful automation with the CPM Platform from STAR.

Implementation of the STAR CPM Platform – development of automated workflows

Phase 1 – workflow analysis

The creation of an ideal workflow goes through various phases in which the STAR team works together with our customer's specialists to come up with an individual solution for their information processes.

Routines

- ▲ Identical or similar work steps and processes that are constantly repeated

Technical and system-specific prerequisites

- ▲ Interfaces with existing system solutions
- ▲ Working environment
- ▲ Manual process steps

Basic personnel requirements

- ▲ People that are involved in the workflow
- ▲ Interfaces to other departments and people
- ▲ Structuring of responsibilities and rights

Work formats and folder system

- ▲ File formats of the workflow input
- ▲ File formats of the workflow output (results, data for archiving, etc.)
- ▲ Data sources
- ▲ Data storage location

Phase 2 – workflow optimisation

In the next phase, we define the new requirements and improvements for the future processes together with the customer.

In order to enable a logical workflow structure, the chronological sequence or the order of individual process steps may be changed, for example. This will allow savings in time or important quality checks to be implemented and automated as soon as possible.

Phase 3 – workflow programming / implementation

Following the various preparation and definition phases, implementation begins.

For this, all the process steps that have been recorded and defined are divided into three categories:

1. **Standard modules;** these are already included in STAR James

2. **Standard modules with configuration options;** these are adapted according to the customer's stated wishes and requirements (integration, interfaces with other systems, such as CAD, PDM, CMS, IMS, DMS, SAP, etc.)
3. **Company-specific modules;** these are developed as required and adapted to the customer's specific requirements

Phase 4 – initial installation, testing and feedback

An initial installation of the customer-specific CPM platform is executed on a test server (internal / external) and the functions are tested for each area of application using the migrated data. Those responsible for the project (customer / STAR) gather and communicate the resulting feedback and requests for modifications.

Phase 5 – system modifications and improvements / migration of the data pool

Agreed modifications are incorporated into the system. At the same time, the relevant data pools are migrated into the new system environment.

Phase 6 – acceptance and installation

On acceptance, the system is installed and integrated as defined in collaboration with the IT personnel. Information such as access rights and operational settings is recorded mutually.

Phase 7 – commissioning and training

When the system is ready for operation, it can be commissioned in stages, as required by the customer, and training is provided from the outset to ensure that the users know exactly how to use it.

Phase 8 – worldwide support

Through its global business and support network, STAR guarantees rapid, reliable and practical support for the installed system solutions.





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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