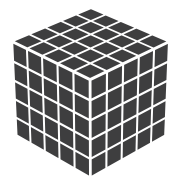Information Management
powered by STAR

GRIPS

GRIPS
For intelligent information products

The Service 4.0 challenge

To be capable of offering competitive products and services in the future, industrial companies must set themselves a threepoint challenge: How can the products of Industry 4.0 be operated and serviced reliably despite the immense complexity of information, the immense complexity of the products themselves and the shortage of suitably qualified technicians?

Digital information in a central location

While product development and product life cycles are becoming increasingly shorter, the variety of products is steadily growing. As a consequence, the time allowed for preparing the information that goes with them is getting tighter and tighter.

The idea behind GRIPS is to enable information from engineering, software development and production to be reused automatically. This means that items of information only have to be filed once, in a single place, where they can then be made available for use in all types of publications, media and communication channels. The feedback channel in GRIPS also enables information coming back from the market to be used by technical writers and engineers.
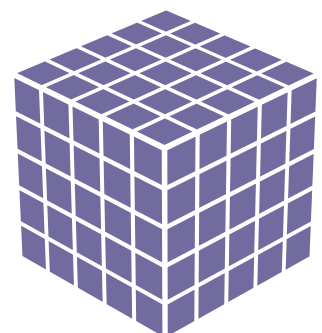
Having everything in digital form in a central location reduces the time to market, brings down information costs, improves the consistency of information and prevents design changes from causing information deficits.
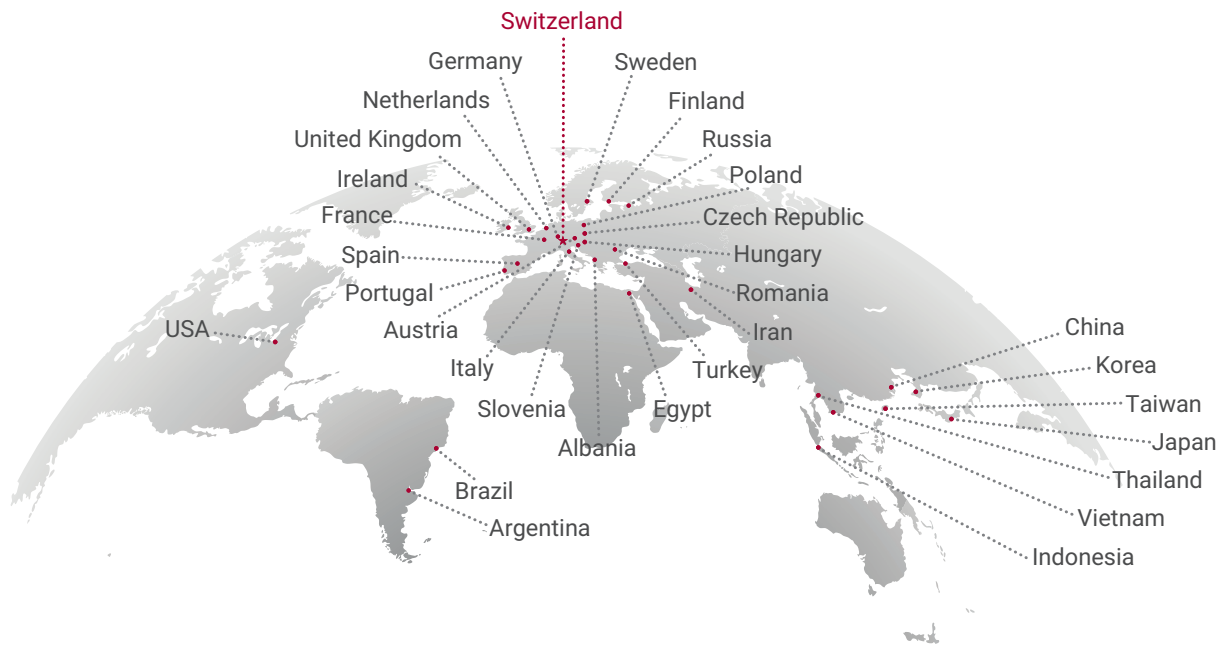
Improve after-sales performance

Skilled engineers are becoming harder and harder to find, yet the demands placed on maintenance and servicing personnel are increasing. The intelligent information structures in GRIPS make it possible to produce personalised content that is tailored to the skills and experience of its users: Experienced service engineers are automatically provided with a list of all the tools, consumables and technical data they need, while less experienced personnel can perform even complex tasks safely and competently with the aid of videos, 3D models and augmented / virtual reality simulations.

The benefits for you

- Boost your productivity in information gathering thanks to maximum reuse

- Increase your efficiency in after-sales with situation-based diagnostic steps for faster troubleshooting, repairs and maintenance

- Reduce your service times, fault-related costs and training expenses while increasing customer satisfaction by using personalised, user-friendly information

- Practical relevance is increased and information is continuously optimised thanks to collecting feedback from engineers, business partners and end customers

- Lists of required materials, tools, consumables and technical data are compiled according to users' needs

- Reuse 3D models from the product development stages to provide easy-to-understand operating and servicing information, including augmented/virtual reality aids

- Define, manage and translate display texts for software development and documentation in a single centralised source

- Any changes made during development and production are incorporated automatically

- Information flows quickly, continuously, and in both directions

- Personalised, variant-specific, situation-dependent communication on all channels and media

- Can be integrated into a wide range of industrial processes and IT infrastructures, making it a safe investment

- The future-proof information model means there will be no need to migrate to new media, IT technologies and working methods at a later date

- Supports all exchange and documentation standards, such as DITA and ASD S1000D

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