



Editorial

## Σ (Speed + Digitalization) = Irresponsibility?!

Springtime, CeBIT time! For over 20 years now (that's more than four IT generations!), the high-speed train of changing (IT) media has been racing through the living room of society. Punctually, along with the start of this year's battle for renewal and this year's time motto „the focus on the person“, the German Chancellor has warned about increased speed on the path to digital transition. For a brief moment, the word got stuck in my throat (and for anyone who knows me, they will know that is a rare thing).



„Don't throw the baby out with the bathwater,“ as the old saying goes, and I feel that applies today: it appears that reality and the vision are racing away from each other, very quickly. Recently, one of the pioneers of email, Ray Tomlinson, passed away, having given us perhaps a new saying for the digital world: „The Internet has opened up lots of information to people, but, unfortunately, it has not made us cleverer.“

„Data is the gold of the 21st-century“ - but it is not data that enriches us, but rather the increased knowledge it offers. The conscious application of information, in every generation, has led to innovative changes, of which the digital transition is just one epoch. But why is it the case here that the HHM - healthy human mind - only comes in second place? Is the adulteration of language only one form of digital expression? CAD/CAM and CIM and then MES, ERP, KIS, CRM, DMS, and now EIM and Industry 4.0, People 4.0, Culture change 4.0, Office 4.0 and now... even faster! Yes, of course, Digitalization 4.0 - whereby not only Thomas Watson, the boss of IBM, was wrong to think openly in 1943, „...there is a global market for, perhaps, five computers“.

The first critics of Industry 4.0 focus their thoughts on the question „At the cost of competition?“. No, nobody is ignoring or negating transition, the trend is clear. But nothing will come of it, as the Chancellor has felt recently, if we just want to keep banging our heads against a wall. We should reflect on the actual protagonists and drivers of this transition: people!

We are all shaping the digital transition: the drivers, the users, and not to be forgotten, also those who don't understand it immediately. For me, we will have reached a major goal when everyone understands that digitalization is nothing more than the „pencil of the 21st-century“. After all, we all want to be beneficiaries of this epoch. To help achieve this, we all have to do our bit, be thoughtful, speak in plain language, gain knowledge and contribute to smart decisions. For the digital transition - this one world - our life!

This is how I understand Mrs Merkel's surely well-meant suggestion: (the right) speed + digitalization = responsible activity.

Your (at his data limit) responsibly active,  
Steffen Schaar

P.S. What was People 3.0, again?

TQG on tour

## DiALOG Forum: Plan your future with EIM

The DiALOG 2016, the only international expert forum for Enterprise Information Management (EIM) in the German-speaking countries, takes place this year on the 28th and 29th April, at the Hotel Taschenbergpalais Kempinski in Dresden.

**DiALOG**  
fachforum

Once again, the event will provide the perfect framework for you to learn all about the advantages of EIM and, afterwards, apply the new knowledge you will have gained. This concept, it should be noted, is unique: decision-makers from all departments of administrative organizations, such as legal, IT, compliance, HR, finance or sales, meet in order to exchange ideas and information relevant across all departments. Experience presentations, motivation and people who will be more than happy to answer your questions, entirely in the spirit of: „EIM is communication“.

On the 28th and 29th April, the visitors can expect an interesting conference program, with key-note presentations, reports from real-life practice and workshops. Steffen Schaar, the program director of the DiALOG expert forum, explains, „The overarching motto is clearly visible in the agenda of the DiALOG expert forum. Instead of product shows, the keynotes focus heavily on best practice examples, which are then complemented by so-called „Factory“ sessions for trends, innovation, best practice in all aspects of information management and the associated solutions.“



Another highlight will be the presentation for the third time of the DiALOG Award „Excellence with EIM“, which celebrate future-orientated structural and user concepts in administrative business processes. The 2015 winners will also be discussing their excellent organizational projects, in person, during the „Award Factory“ presentations.

The DiALOG 2016 Expert Forum will, once again, involve various specialist groups. Meetings of the DiALOG-lotteryfactory, EuroCloud Deutschland\_eco e.V., LCM UserGroup and VOI e.V. will be closely incorporated into the conference agenda, with some open to all delegates.



To register, please visit [www.dialog-fachforum.de](http://www.dialog-fachforum.de). Simon Feess, the organizational director of the DiALOG Forum, says: "Sign up right away to secure your place at this illustrious event! Experts and consultants from all areas of information management will be there to learn, network and have discussions with you. We look forward to seeing you in Dresden!"



## In-house Lawyers Congress: The Quality Group establishes BPM in the legal department

From the 27th to 29th January 2016, the fifth In-house Lawyers Congress (UJK) took place in Berlin. The Quality Group took part in the event as a Gold Partner, contributing specialist presentations and an exhibition presence. Over 400 participants gained valuable insights into current topics with which in-house lawyers are often confronted today. Steffen Schaar, a member of the Board of Directors, was delighted that The Quality Group was once again present, as a valuable and highly competent consultant for the in-house lawyers. In more than 70 informative conversations, the experts from The Quality Group were able to apply their specialist knowledge, providing ideas for solutions and practical tips.

As part of a breakout session about use of technology in legal departments, a joint presentation was delivered by Dr Stefan Fandel, Head of Group Legal Services at Merck KGaA, and Steffen Schaar, on the subject of „Lasting company compliance secured through clearance and approval processes in contract management“. They explained how to master procedural organisation as a strategic challenge in relation to contracts, as well as how Business Process Management (BPM) can be used as a powerful tool in respect of quality in organizations.

In his presentation to the legal experts, Mr Schaar emphasized that, „One of the most important factors in successfully putting BPM into practice is clearly setting out the clearance and approval processes within the organization and, thereby successfully anchoring it into the minds of the employees!“ The positive response that the presentation received, said Mr Schaar, showed that Business Process Management is an important subject for the future of every legal department. It also demonstrates that The Quality Group's considerable experience in this subject field has led it to be well established, as a consultant, as well as a solution provider.



The presentation slides are available by contacting Steffen Schaar directly at [steffen.schaar@tqg.de](mailto:steffen.schaar@tqg.de).

## ICE Totally Gaming: TQG-LTS celebrates international success



As the start of February, the international gaming world met in London, with TQG-LTS enjoying a successful attendance for the fourth time. Its membership of the World Lottery Association (WLA) and the European Lottery

Association (EL) brought TQG-LTS additional worldwide interest and attention and led to numerous discussions.

At the ICE in London, its contacts were strengthened and expanded on. In addition to its featured iLottery solution, a further visitor-magnet at the TQG-LTS booth was the smallest lottery terminal in the world, which first been presented for the first time at the European Lottery Congress, last year.



Lottery products are sold via a smartwatch and a tiny printer. By using this equipment, as well as TQG-LTS software, every lottery company can offer lotto games any time, any place, anywhere, such as in a stadium or a pedestrian shopping area. Thanks to the TQG LotterySuite, sales can be completed quickly, easily and safely.

For further information about new products and the Innovation · Performance · Quality of TQG-LTS, please visit [www.tqg-lts.com](http://www.tqg-lts.com).



## DiALOG on tour in Hamburg: Records management with pepper!

Modern records management, expert discussions during networking and practical tips on which spices help counter aching limbs or colds all featured in the networking event DiALOG on tour, which took place on the 25th February, in Hamburg.

During the event, participants learned, in a practical way, about how they could use sustainable life-cycle management in records organization to focus on transparency and audibility, thereby measurably increasing efficiency of the procedures and processes in their specialist department. In addition to theoretical examples of successful records organization, delivered by Stefan Schiller, Account Manager at The Quality Group, a practical presentation by Nils Scharifi, Account Manager at The Quality Group, provided visitors with the opportunity to get to know the records and contract management software „Product Suite LCM“ better.



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The relaxed atmosphere of the event was ensured not only through the informative and open discussions during networking sessions, but also by the interesting presentation by Viola Vierck, from Spicy's Spice Museum, about the fascinating world of spices, their history and ways of using them. Steffen Scharr, a member of the Board of Directors at TQG, said that the subject of spices fitted well with the event, saying, „Records management, in some ways, has its



similarities with the use of spices, in that it's not about the quantity, but the quality - and that can only be achieved by taking the people in the organization with you and convincing them of the advantages of a modern, electronic records management system."

The next DiALOG on tour events take place on July 9th in Spreitenbach (Switzerland), September 28th in Hamburg, October 27th in Munich and November 24th in Salzburg (Austria). For further information and to register free of charge, please visit [www.tgg.de/dialog-on-tour](http://www.tgg.de/dialog-on-tour).



TQG internally

## EIM - German, German - EIM: the third edition!

Publishing the third edition of the popular acronym dictionary, „EIM - German, German - EIM“ has grown from a nice idea into a „training offensive“ to accompany the digital transition of society and people. It is very certainly „on trend“ for every fashion-conscious person to have this little book in their briefcase at all times or to have it within reach on the table during upcoming discussions. The motivating results and the ever-growing number of new abbreviations have, once again, inspired us to structure the new version in modern categories, over a total of almost 400 pages.

EIM, say the experts, grew out of ECM and BI. If you wish to make a case for that in the field of ERP, EAI, DMS and you invest in new systems with ROI and TCO on the basis of BPMN, while basing that decision on KPI and KVP, then... are you keeping up? This clever acronym guide knows exactly what's going on. It has its finger right on the pulse and counters arguments such as, „I can look that up quickly on my iPad (or MHA - Modern Hand Axe), easy.“ Which, of course, is true, as long as one is not a DI (digital immigrant), but rather a member of GEN Y, also known as a „millennial“.



For those DIs, who (happily) are still in the majority, we have decided to „translate“ even more acronyms into German. Even these people have the right to information! Easily readable, personable and, above all, understandable! Our hope is that this publication will contribute to bringing clarity and a communicative culture back into the world of business.

To request your personal copy of this unique and indispensable EIM - German, German - EIM dictionary, please visit [www.tgg.de/eim-woerterbuch](http://www.tgg.de/eim-woerterbuch) today!



TQG develops

## New release: LCM - Smart Evolution

The new release of the Product Suite LCM is a major step forward to more role-based, crosslinked information and people on the way towards our new generation of LCM - SmartLCM. In the spirit of enterprise information management, LCM - Smart evolution (SE) stands

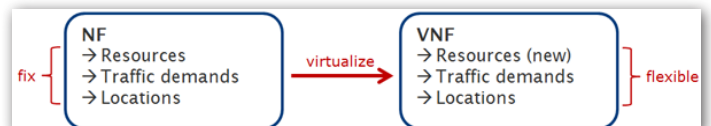
for a first integrated technological basis for subject-oriented working methods and mobility with „responsive design“ approaches, with the aim of transforming the Product Suite LCM at the end of the road with a complete approach to SmartLCM - working on any platform, mobile and user-friendly. In addition to new standardized improvements as well as new or revised modules is LCM - Smart evolution the next milestone of our release policy.

The latest information on release LCM - Smart evolution is available in the download area for all LCM-users at the TQG website ([www.tgg.de/customer-section](http://www.tgg.de/customer-section)) for you. In addition, the current release notes can be requested directly from the TQG Service Portal ([otrs.tgg.de](http://otrs.tgg.de)). For technical questions regarding LCM and the documents in the download area, please also contact the TQG Service Portal as well as your usual contacts.



## The VokuS research project: From conventional networks to NFV/SDN control networks

The VokuS research project is focusing on developing planning methods for the transition from conventional telecommunications networks to ones that use Network Functions Virtualization (NFV) and Software Defined Networking (SDN). The aim of the methods is to identify the best network nodes to be extended with the SDN functionality, as well as the virtualization of suitable network functions. The costs and available resources, such as CPU power, RAM requirements and the necessary bandwidth are also taken into account. Furthermore, the implementation of NFV/SDN in networks and network management should seek to optimize operating costs. Some of the features SDN supports includes traffic-dependent dynamic routing, the migration of network functions on the basis of operating costs or in order to balance out traffic loads in the network, as an aspect of NFV, and the possibility of switching off parts of networks in order to save energy.



The research results will feed into a network planning tool and be evaluated by using data from real life networks. The project results will include algorithms and processes that will allow network operators to optimally migrate to NFV/SDN under real planning conditions.

Within the framework of the research project, The Quality Group it vision GmbH is contributing to the network planning in pure and hybrid NFV/SDN networks. Its specific focus is on testing how network operators can be supported during the migration and operation of the new networks.

For more information, please visit [www.tgg.de/vokus](http://www.tgg.de/vokus).



## DiALOG Magazine: The 2016 issue is here!

„EIM - Advancement through knowledge“ is the title topic of the new issue of the DiALOG magazine for Enterprise Information Management. The 2016 issue of the magazine is a collection of items on current topics, best practice reports, trends and visions from users, experts and researchers in the subject of the company-wide use of Enterprise Information Management. All of the articles focus on TQG's strongly held belief that a structured, secure and networked use of

data leads to lasting knowledge and activity management. Cornelia Geiselhart, one of the editors of the DiALOG magazine, said, „The name ‚DiALOG‘ is both the intention and aim, to inform as competently and comprehensively as possible, to motivate and, above all, to build networks, so that you can recognize your next ‚chess move of success‘ and profit from it.“

„This issue also features reports in which people discuss themes that are important to us all, openly, engagingly and with a

great deal of identification with the subject: performance and value culture,“ explains Steffen Schaar, Editor-in-Chief. „A compliance officer from a global company hit the nail on the head when he said in a presentation recently ‚Competition is the motor of a successful company. Values and compliance are the motor oil required to stop the engine seizing up.‘ With that in mind, join us on a journey of discovery - we would be delighted if you recognize your responsibilities, meet the challenges in your team and are able to forever avoid mechanical problems in your company's operational machinery.“

The fifth issue of the magazine will appear in print in April 2016 and can be ordered, free of charge, by visiting [www.dialog-magazin.de](http://www.dialog-magazin.de).



If you would rather not wait that long, then fear not, as the digital edition is available at [www.issuu.com/dialog-magazin](http://www.issuu.com/dialog-magazin). Even if you're on the move, you can still access the publication: the Issuu app for **Android**, **iOS** or **Windows** allows mobile access to the DiALOG magazine at all times .



## DiALOG-Award: Large number of applications for the sustainability prize

The application phase of the DiALOG-Award has now ended. Initiators are delighted about the encouraging reception and high number of entries. On behalf of the jury members, Steffen Schaar said, „I'm not only pleased that there are so many applications, but also the outstanding quality of the projects that have been submitted. They are, without exception, highly motivated and innovative applications, which will have one thing in common: they are all dedicated to the sustainability aspect of the awards and every one of them offers intelligent practical solutions for real-life concepts.“



This year, the DiALOG-Award „Excellence with EIM“ ([www.dialog-award.de](http://www.dialog-award.de)) is being presented for the third time. The awards ceremony will take place as part of the DiALOG Expert Forum for Enterprise Information Management ([www.dialog-fachforum.de](http://www.dialog-fachforum.de)), the fifth event of its kind, being held on 28th April 2016 in the Hotel Taschenbergpalais Kempinski in Dresden.

The initiators of the DiALOG-Award are extremely pleased, once again, to have a high-caliber guest speaker for the prize-giving ceremony: Dr Ulrich Hermann, Chairman of the Managing Board of Wolters Kluwer Deutschland, will give the laudatory speech to this year's winners. „We are especially delighted to have such an experienced expert as Dr Hermann to deliver the award,“ said Steffen Schaar. He continued, „Dr Hermann's acceptance of our invitation underscores the significance of the DiALOG-Award as a sustainability prize within the industry.“



## Events 2016: see you there!

April 12	Syndikus Summit (Frankfurt)
April 28-29	DiALOG 2016 - Forum for Enterprise Information Management (Dresden)
June 9	DiALOG on tour (Spreitenbach/Switzerland)
July 14	Organisation & IT (Frankfurt)
September 28	DiALOG on tour (Hamburg)
October 12	Compliance Summit (Munich)
October 27	DiALOG on tour (Munich)
November 24	DiALOG on tour (Salzburg/Austria)



DiALOG - eNewsletter for Enterprise Information Management  
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