

„In the new look“: TQG’s new clothes

The anniversary corks haven’t quite all been picked up yet, the joy of achievements hasn’t completely disappeared in the first mists of autumn, but we don’t want to withhold TQG’s new „autumn fashion“ from you. Because, while some people are still pondering digitization and its consequences or giving three cheers for the good old days, we have already set off on our journey to help shape the digital transformation.



And, as always, it is true to say that: „Content is important, but so is the packaging“. It was really exciting for us to create the new packaging, because, quite naturally, we asked ourselves what the digital transformation means to us - as a solutions provider, a trendsetter, consultants and as people. There were many facets and aspects to consider. Some look for the best „AdWords“, whereas others want everything in sound and vision - that’s chic. Others want „responsive design“ - everything also available on mobile, in any size and at any location. Grandma always said, „Boy, you can’t please everyone“. Oh, yes, Grandma - the good old days! - but that is possible now (maybe?), because my motto is always: „It’s all about a HHM and the Spice of Life!“

So, we locked ourselves away – worked on the wording, painted pictures and shot photos. Because, with us, everything being „very clearly personal“ is a priority – with background knowledge, best practice, inspiration and plain speaking, in sound and vision. We scrutinized ourselves, reassessed our positions and strategically improved our performance and offer portfolio. And, on August 18th, the time had arrived – the new www.tqg.de went live. The first pieces of feedback have been motivational, helping us to forget the sweat and hard work and to feel encouraged to create more digital surprises. We are delighted to let the pictures do the talking. Accompanied by hand-painted chess scenes, you will discover our new aspirations and you may also be able to integrate thematically into your everyday life: „The success of your digital strategy needs a name.“

Visit us at the DiALOG on tour events in Hamburg, Munich, Salzburg, Zurich and many other places. After all, the things we will continue to connect with the strategic approach of EIM are: Emotion - Information - Men & Women.

In this spirit, we thank you for your continued loyalty, please speak to us if your digital processes are not yet running perfectly smoothly, if documents - once again - cannot to be found or if you have positioned contract management as a global organizational task in your company as a guarantee for the success of your digital transformation – we have the perfect strategy for you!

Your strategist,

Steffen Schaar

AFS: “High usability, in addition to functionality, is an important criterion for success”

In summer 2015, after having taken part in workshops with various providers, AFS Aviation Fuel Services GmbH, a specialist in aircraft refueling services and airport fuel storage management with 12 locations, decided on the LCM solution from The Quality Group.



The company already had a SharePoint-based solution for contract management, however, the legal department was not completely satisfied with it. When choosing between the different providers on offer, in addition to functionality, the level user friendliness was a critical factor. „This is a bit like the difference between a BlackBerry and an iPhone - in principle, both can do the same thing, but the iPhone is much easier to use“, said Barbara Baurichter, Head of the Legal Department and Project Manager at AFS.

More than 1,000 contracts will now be maintained through the new system. Some processes within the company were altered to accommodate the switch. The legal department is now exclusively responsible for creating new contracts and it is also in charge of managing read and write permissions.

A clear authorization concept ensures that each user only has access to the contracts that they need to, in order to complete their tasks.



The new system provides data security, transparency and seamless deadline management. In addition to the contract history, correspondence is stored – as far as is required – together with the contract, so that it can be referred to, should any queries arise later on.

The requirements of the new system were clarified in workshops with employees from the legal department, the IT department and TQG. A high priority was that the solution would have to be strongly orientated towards the specific corporate requirements, such as deadline management and the operational time period of contracts.

A project plan was then created, which recorded in detail who was to do what and when.

The clearly defined objectives and user requirements were important for the success of the project, explained Barbara Baurichter. The implementation took



only three months. The software has been in use since 2015 and it has met with wide acceptance among the project team, as well as with users.

If you have any questions about the project, Nils Scharifi, Account Manager at The Quality Group GmbH, nils.scharifi@tqg.de, would be delighted to hear from you.

TQG on the road

IT-Recht & Organisation 2016: TQG presents the Golden Rules for File & Contract Management



On July 14th, The Quality Group acted as a Gold Partner at the exclusive annual congress of the Federation of Company Lawyers (BUJ) on „IT law & Organization“ in Frankfurt. With its expertise in contract management and records management, TQG was a

valuable contact for everyone attending.

The event was open to employees in the legal departments of companies, institutions and bodies that are entrusted with responsibilities relating to organization, increasing efficiency, optimal setups and IT infrastructure. In addition to the professional discussions, the summit also provided the opportunity for delegates to meet with colleagues from other corporate legal departments and to expand their networks by getting to know other in-house lawyers.

As part of the breakout sessions, Stefan Schiller, Senior Account Manager at TQG, delivered a presentation about „Electronic Contract and File Organization: Potentials + Golden Rules = Success“. Mr Schiller highlighted the dos and don'ts one should consider during the introduction of systems for digital records and contract management.

DiIALOG on tour: Contract Management, Compliance and BPM live, in practice!



In addition to the DiIALOG Trade Forum, our DiIALOG on tour series is a further opportunity for you to learn all about topics related to Enterprise Information Management (such as Contract Management, Compliance and Business Process Management - BPM) in a city close to you, this autumn. The DiIALOG on tour events are also an ideal occasion to establish and nurture valuable networks in your area.

Users and experts provide reports about real-life practical experiences and give you the opportunity to learn about interesting production and user processes.

Together with our customer AFS Aviation Fuel Services GmbH, our partners K11 Consulting GmbH and the legal firm W. Schmidt-Lademann, we are delighted to invite you to these events:

DiIALOG
on tour

**Vertragsmanagement
und Compliance:
Powerbegleiter Ihres
Unternehmens!**

CARLS, Hamburg
September 28th, 2:00 pm

DiIALOG
on tour

**Take it easy. Think
BPM!**

Allianz Arena, Munich
October 27th, 2:00 pm

DiIALOG
on tour

**Ihre Powerflügel zum
Unternehmenserfolg:
Vertragsmanagement
und Compliance**

Hangar-7, Salzburg
November 24th, 2:00 pm

For further information regarding the agenda and how to register for free, please visit www.tqg.de/dialog-on-tour. We look forward to seeing you in Hamburg, Munich and Salzburg!



IT & Business: TQG presents germ cell of your success

IT & Business, the trade fair for digital processes and solutions, brings together the whole spectrum of corporate IT under a single roof. In the exhibition area and in the adjoining specialist forums, IT providers and experts show how companies can work more efficiently, simply, securely and cost-effectively by means of digital optimization of their operational processes. In this context, the main emphasis is always on the practical approach to solutions.

The Quality Group, together with our partner LIB-IT GmbH also will be present at the IT & Business 2016: at booth 1B43 under the motto „The germ cell of your success“ the visitors get an informative overview of all facets of Enterprise Information Management (EIM) and can get valuable ideas for their successful strategy with EIM in talks with the TQG experts.



In addition, The Quality Group will actively lead the focal theme contract management at the VOI Showcase Office 4.0. The VOI voice of information trade association will, for the first time, present the Showcase Office 4.0 at the IT & Business, with direct connection to VOI Dome. Here visitors get answers to questions like our working places will be upgraded in the future with digital systems or how administrations structure their modern processes in the era of eRecord.

The various jobs sketch while processes such as invoice management and order management, in conjunction with contract management and ERP systems, the integration of SharePoint and integration of third party systems. Step by step the processes are demonstrated

and explained at the individual workstations. In directly adjacent VOI Dome corresponding presentations of exhibitors involved will be held. The combination of trade exhibition, Showcase and lecture program offers visitors a comprehensive view and guarantees the practical knowledge.



Interested? We will be happy to provide you with free tickets for IT & Business. Just contact us via the contact form at www.tqg.de/en/contact.

TQG develops

Research project Vokus: Interesting aspects of network analysis and optimization

Accompanying to the "Summer School on Performance Evaluation" of the ITG working group 5.2.1 hosted by the Institute of Communication Networks (ComNets) of Hamburg University of Technology, a working group meeting took place. The workshop "Network Performance Analysis and Optimization" consisted of 13 presentations broadly dealing with the subject. The research project VokuS was presented in the talk "Optimize the migration to SDN with respect to costs". Here Maciej Mühleisen presented the status of this aspect of the project vivid and clearly.

Also other presentations had manifold optimization aspects around virtual network functions as topics. Some examples are

- „An optimization model for placement decisions of virtual network functions in data centers wrt. energy consumption and traffic variation“, Tuan Khai Nguyen (TU Chemnitz)
- „Optimum placement of VNF chains with delay bounds under traffic uncertainties“, Varun S. Reddy (TU Chemnitz)
- „Performance modeling of softwareized network functions using discrete time analysis“, Steffen Gebert (University of Würzburg)

The manifold optimization aspects broaden the view on the big topic "Virtual Network Functions (VNFs)" and therefore also on VokuS. The question arises if the selected optimization aspects of VokuS support network planning in a meaningful and sufficient way. For sure there is much potential beyond VokuS for software driven optimization of planning and operation of VNFs. VokuS will provide an important basis for network planning.

TQG-LTS: Successful certification as a Lottery supplier by the UK Gambling Commission

The Gambling Commission was setup under the Gambling Act 2005 as the relevant authority for the regulation of commercial gambling and the granting of gambling licences.

GAMBLING COMMISSION

As part of the Remote Gambling Software Operating Licence, TQG-LTS will offer their products and services

in the UK market from now on. TQG-LTS as supplier of standard software is now available for the UK lottery market, able to offer products

and services to all Licensed gambling operators active on the British market. TQG-LTS is now able to offer its services to all existing ELMs (External Lottery Managers) and all licensed companies offering or planning to offer their services in UK.

The TQG services are based on state-of-the-art-technology, flexible business models and the TQG motto motto "Innovation – Performance – Quality". The certification was conducted in the context of an active customer project in which the TQG iLottery platform TQG LotterySuite been supplemented with the UK-specific requirements. TQG will manage the technical operation (24/7) with an ISO27001 certified datacenter located in the UK.

„This is another milestone in the success story of TQG with which we will further expand our internationality piece by piece,“ says Marcus Frey, CEO of TQG.

For more information about new products like iLottery and lottery central system, as well as the Innovation • Performance • Quality of TQG LTS visit www.tqg-lts.com.



TQG internally

New website: EIM - Emotions, Information, Men & Women

Under this principle, we usher in a new chapter in the digital appearance of The Quality Group. With the relaunch of our website www.tqg.de our offers and services have received a new, modern face, knowledgeable and solution oriented! We have positioned our range of services and all related relevant information more clearly and prepared to market demands and our customers accordingly.



By using responsive design, the site is now optimized for viewing on different devices. Thus, for example, the navigation and the deployment of content differ depending on whether the site is viewed on the desktop or on a smartphone. The result is a more user-friendly appearance - regardless of the device.



Do you have any questions or suggestions? We are looking forward to your feedback!



ECM vs. EIM: Year after year?!

An interview with Steffen Schaar, in the magazine BIT

BIT: Enterprise Information Management still splits the industry. Do you see EIM as being a market-relevant trend?

Steffen Schaar: Which industry? Not „through“ IT, but rather „only with“ IT can digital strategies become embedded in a company. Far too seldom do we ask ourselves why, so far, this strategic approach has only taken place in a piecemeal way. The „industry“ splits itself. „Whoever arrives too late is punished by life“ - the self-proclaimed „industry“ must rethink ECM, otherwise that ship will have sailed! EIM = Emotion + Information + People! People are at the centre of EIM - or should I say „Digital 4.0“. Organisations do not need a trend. Instead, they should listen to consultants who don't just come up with IT products, but who genuinely want to understand their past and future requirements in order to create the digital transformation needed through intelligent solutions. EIM is not a market: EIM is motivation, an attitude and the responsibility of people to be ready to anchor the digital transformation throughout their company.

BIT: How important is EIM for your business and what value does it have?

Steffen Schaar: EIM is all about strategic thinking and action. Cross-departmental information and organizational approaches, instead of thinking in silos. Overarching quality and organizational processes with transparency and information security, instead of IT thinking. A living strategy in the digital age, rather than data collection. In short: HHM - a healthy human mind - common sense - instead of a piecemeal approach, because that is what sustainable change in organizations is based on. We have made this our aim for the last half decade, with growing success in our portfolio with Advisory & Consulting, with values such as reliability, identity, the responsibility of our staff in respect of our consultation methods in the spirit of EIM and, also, with our EIM Product Suite LCM, which orientates itself on the standards, according to agility, technological trends and, especially, usability.

BIT: Does the term EIM have a chance to sustainably establish itself or has it already done so? Is the high number of industry acronyms not already too much for the user companies?

Steffen Schaar: The diehards are still discussing acronyms, whereas the trendsetters are already on the move within companies. In inter-departmental discussions, they advise the digital strategy through methods and approaches in which the value process of „recognize - advise - introduce“ detects individual potentials and cleverly integrates them into the organizational processes. That's EIM - taking people with you, making the most of IT and developing individual competitive advantages with digital strategies! Don't talk about cloud or ECM - used clear language to talk about your requirements, such as IP - intellectual property - data protection and security or the transparency of your contracts and documents, and define responsibilities about role definitions within the organization. So, that's: EIM - German, German - EIM!

BIT: With a view to information management, can it be accompanied by new practice-orientated solutions, new technology concepts or new organizational considerations?

Steffen Schaar: The agility of a company may be every bit as rapid as the transformation of digital and social media. Organizations currently change on average every four years - 15 years ago, it was twice as slow as that. The rethinking process for the fast pace of the information age must begin in the minds of decision-makers. Nowadays, IT can do everything and that has led to a situation whereby companies often have lots of system solutions, yet little or no integrated information processes. „Recognize the past - accept the present and shape the future“ - the focus must be brought back onto the consumer, the user, the human being! That way, bad decisions, such as „that's good enough for me“, „the cheapest“ or even „let the IT decide“ no longer lead to the situation where, after a short time, user acceptance decreases, nobody cares about responsibility or others are simply to blame for the wrong decision. „IT is only the pencil of the 21st century“ - whether it's Rembrandt, Goethe or the Organization and Process Handbook (OPH), you decide on a company's success.

Events 2016: see you there!

September 28	DiALOG on tour (Hamburg)
October 4-6	IT & Business (Stuttgart)
October 12	Compliance Summit (Munich)
October 27	DiALOG on tour (Munich)
November 24	DiALOG on tour (Salzburg/Austria)

DiALOG - eNewsletter for Enterprise Information Management

Do you have any suggestions, questions or comments? Your feedback is welcome.

Steffen Schaar, Chief Editor

Phone: +49 7031 306974-201, Email: steffen.schaar@tqq.de

Simon Feess, Editor

Phone: +49 7031 306974-202, Email: simon.feess@tqq.de

Cornelia Geiselhart, Editor

Phone: +49 7031 306974-204, Email: cornelia.geiselhart@tqq.de

Publisher:

The Quality Group GmbH
Konrad-Zuse-Platz 1, 71034 Böblingen, Germany

Phone: +49 7031 306974-100

Website: www.tqq.de

Email: info@tqq.de

Annual subscription price: free

Frequency: quarterly (4 issues per year)

Layout: Simon Feess

Photo credit: Fotolia, istockphoto, The Quality Group

Disclaimer: All information has been carefully researched and compiled. For the correctness and completeness of the content publishers and editors do not accept any responsibility.

