360° MATURITY MODEL

PANTOPIX

Where are you now? Where do you want to go? We will guide you.

PROCESS

AD HOC	RUDIMENTARY	ORGANISED	PREDICTABLE	OPTIMIZING
We are lone fighters and there are no set standards.	We are an OU and there are initial approaches to collaboration and standards.	We are a team of qualified employees, have a common vision and use our guidelines.	We are integrated into the development process at an early stage, work efficiently and have costs under control.	We put our customers at the center of our work and always strive to improve.

CONTENT MANAGEMENT

LEGACY DATA DRIVEN	DOCUMENT ORIENTED	TOPIC ORIENTED	PRODUCT CENTERED	SEMANTIC
We have a lot of (unstructured) legacy data in different formats and in partly outdated systems.	We create and manage entire documents, which may have rudimentary metadata.	We create and manage modules/topics that can be categorized as "instructional" or "descriptive".	We create and manage modules/topics, classified by information and product.	We use a very granular, semantic information model that explicitly identifies all resources.

CONTENT DELIVERY

DECENTRALIZED	STATIC	DYNAMIC	CONNECTED	VIRTUAL
We provide documents decentralized via various servers, sharepoints, etc.	For a limited target group we make documents via a portal available - online and offline.	We provide modular content specific to target groups and products and collect initial user feedback.	We "supply" the users with task-specific content and use forms of interaction such as bots.	Via a digital information twin we offer our users a 360° service view of their products.

SERVICE

REACTIVE	PREVENTIVE	CONDITION-BASED	PREDICTIVE	PROACTIVE
We respond to problems in the field and offer ad hoc service.	Based on experience we have defined service measures and implement them consequently.	Our data-driven service offerings are standardized and the performance is measured.	We analyze the collected data and derive customer-specific service measures.	Our service processes are continuously improved to offer customers the perfect service experience.

Turning Information into Value.