



Congratulations to the University of Winchester Winner of two BQF awards for excellence!

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Issue 29 // September - November 2016

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Welcome

This edition of the Connector brings news of many exciting and new things.

Firstly we celebrate Triaster customer, the University of Winchester winning not one, but two awards at the recent BQF UK Excellence Awards ceremony. Many congratulations to the whole team.

Next we bring you news of one of the most exciting Triaster software developments in a long time. We are breaking the chains off the Triaster platform and enabling Triaster functionality to apply to any Microsoft Visio template. This means that Triaster software will have the ability to interpret multiple different process mapping methodologies - not just Noun-Verb. We can hear the cheers from here!

We also bring news of several enhancements to our service delivery model, the inaugural Triaster USA User Group meeting, our visits to high places and a couple of new starters – Catherine and Brad. You may spot a change in tone that Brad has brought to some of this edition's articles!

Enjoy!

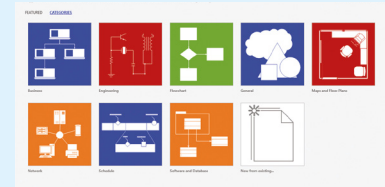
Emma

Emma Harris // Operations Director

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And it's coming very soon!



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University of Winchester

Flying High at the BQF Awards



At the prestigious BQF 2016 UK Excellence Awards Ceremony held recently, Triaster customer the University of Winchester scooped not one ... but two awards:



Sustainable Future Achievement Award



Overall UK Excellence Award

From all of us at Triaster, a really warm congratulations to Claire Lorrain, Jane Avery, Francesco Caputo and the rest of the Continuous Improvement team who have put in so much hard work to create a climate of sustained excellence at the University of Winchester.

A University Apart

The University of Winchester was the only higher education institution shortlisted and won the prestigious Excellence Award over some truly distinguished company including:

- ABM Finance
- Arriva Trains Wales
- Merseyrail Electrics (2002) Limited
- Rejuvo JPCS
- Safe Move - Yorkshire Water

Cross Country trains also took home the UK Excellence Award.

Professor Joy Carter DL, Vice-Chancellor of the University of Winchester, who was there to collect the UK Excellence Award, was delighted.



This award means everything to us and reflects a journey that we have been on for over a decade. Continuous improvement is important to any organisation and working with the EFQM model brings so many benefits, helping you to improve – no matter how good you already are.

*Professor Joy Carter DL,
Vice-Chancellor of the University of Winchester*



A Successful Partnership

Triaster have been working with the University of Winchester, since they purchased the Triaster platform in 2010.

In 2011 they achieved the top award of 5 stars from the EFQM assessment, 'Recognised for Excellence.'

This was a great result, but one of the most important outcomes from the assessment was this internal question, 'what are the University's key processes and how can they be improved?'

From this question, the University developed a system built on two principles:

- Respect for people
- Continuous improvement

These two principles governed the University's activities from then on and led to achieving key objectives such as:

- Cost cutting
- Creating value for their customers
- Reducing work pressure on staff
- Not reducing staff
- Optimising IT systems
- Eliminating waste while reducing time and effort



Claire Lorrain (top) presenting at the Triaster 2015 Customer Experience Exchange

In 2011, as well as using the Triaster system to support their continuous improvement approach, the University of Winchester went live with their Triaster Process Library - making it accessible to all staff and students and encouraging its use by making certain forms (such as expense claim forms) only available in the Process Library. This ensured an effective transition to a simple, online-based system – moving away from paper based processes that wasted time and caused unwanted confusion.

In 2013, following the implementation of improvements to a number of key processes, the University jumped 27 places in a national student satisfaction survey and they were also the only university to score 5 stars in the EFQM assessment for the whole institution.



Joel's reflections on a great evening



Many thanks to Equifax for inviting me to the BQF 2016 UK Excellence Awards.



It was a great evening, especially with the University of Winchester picking up two awards - what an achievement!

Continuous Improvement

As of October last year, the University of Winchester had undertaken 32 Continuous Improvement projects – keeping in line with their core principles. As a result, the University have been able to make considerable savings that are re-invested back into service provision.

Staff take ownership of the processes they deliver and around 60 employees have been trained to process map. The process improvement team are able to make minor changes without having to go through the Committee (a process that can take 6 months). This ensures that approvals can be made very quickly, which encourages staff to engage with them and ensures that their goal of Continuous Improvement can be maintained.

In 2015 after a review was conducted that assessed how students and staff used the University's Process Library, it was restructured into three libraries:

- How do I? – for staff
- Operations
- How do I? – for students

This created the best experience possible for students and employees - which certainly seems to be working. As well as their most recent awards, in 2014 Winchester was in the top 20 universities nationwide for student satisfaction and in 2015 they were fourth.

If you would like to read the full case study on the University of Winchester's journey to success, please go here:

http://triaster.co.uk/downloads/article_uow.pdf



“

The University of Winchester are the second Triaster customer to win a coveted BQF Award, with Skanska UK winning the 2013 Achievement Award for Innovation. Good luck to all our customers for the coming year; let's have another Triaster customer winner at the 2017 Awards!



“

The evening was hosted by Karren Brady who shared various stories about her life at the top, including an amusing anecdote about the lack of a roof on the men's toilet at Birmingham City Football Club, and how the activities taking place in the club, were often more entertaining than what was taking place on the pitch.

The Future of Process Mapping Never Looked So Bright

And it's coming very soon!

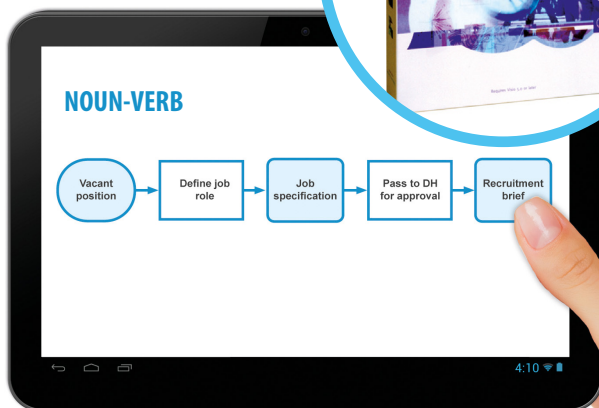
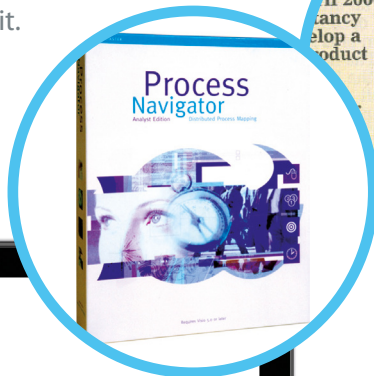


Michael Cousins // Managing Director

The past

Back in the business dark ages, process mapping was thought to be a specialist skill, only undertaken by experts.

So, when Triaster released Process Navigator version one, in the year 2000, it ushered in a brand new direction for process mapping – distributed process mapping and 'bottom-up' process mapping – as Process Navigator enabled those doing the job to process map it.



Because distributed process mapping was such a new concept, Triaster developed a unique methodology to support it: the Noun-Verb methodology. With it, we created a winning formula for our customers to map their business processes in a consistent way, even with several people creating the process maps and many more contributing to their capture.

However, one of the questions that we have often heard from both potential customers and current customers alike is, "can the Triaster platform support business improvement methodologies other than Triaster's own Noun-Verb methodology?"

Up until now, the answer has been with 'difficulty'!

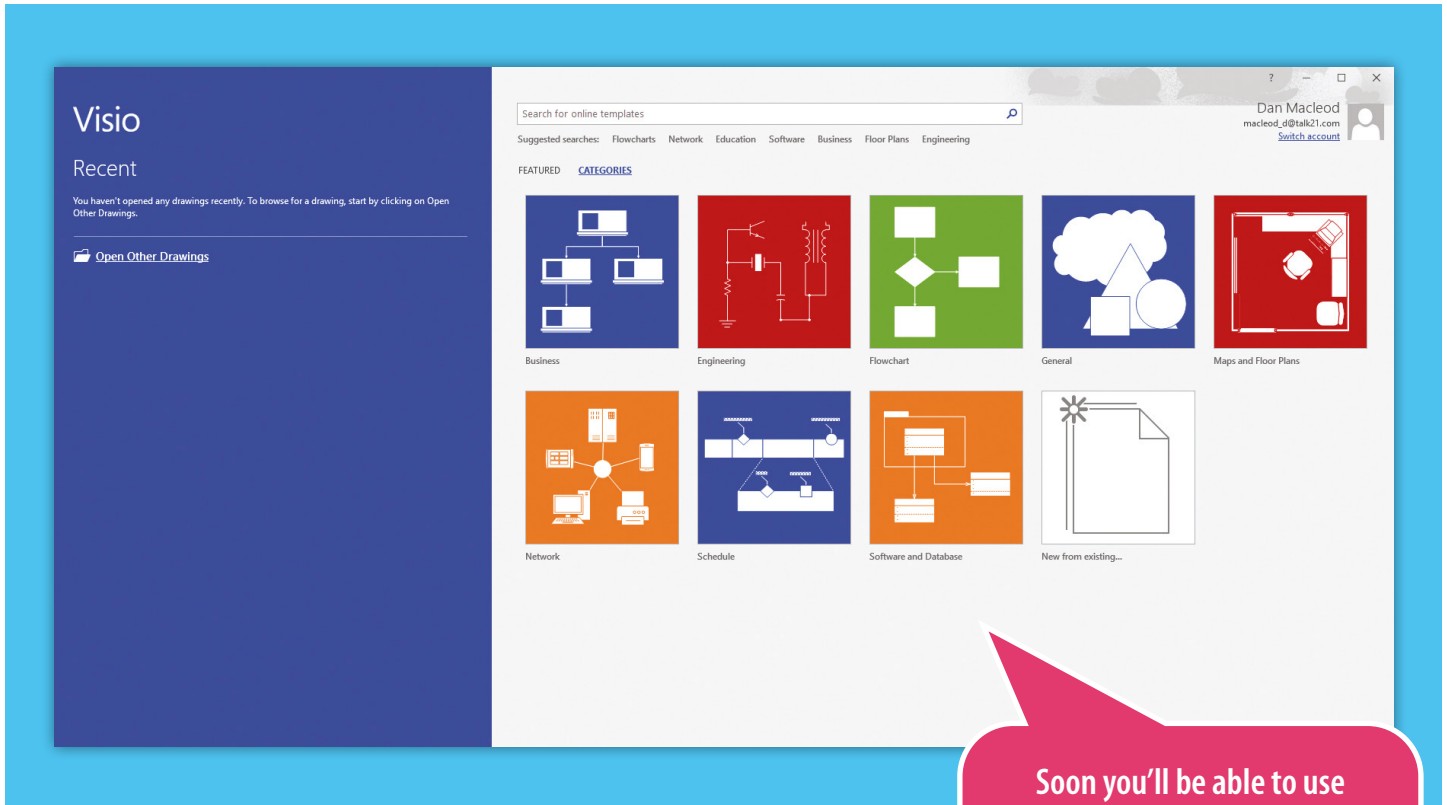
The future

However, we are now delighted to announce that shortly, for the first time ever, the Triaster software will have the ability to interpret multiple different process mapping methodologies.



In practical terms this means that we will be offering:

- An extended range of Triaster templates with alternative symbol sets, offering full Process Navigator functionality



Soon you'll be able to use Triaster capabilities with any Microsoft Visio template...

- The ability to use any Microsoft Visio template, with Triaster capabilities to enable:
 - Search
 - Reports
 - Publication
 - Simulation
- The ability to import all customer legacy Visio process maps into the Triaster platform and apply the Triaster capabilities to enable:
 - Search
 - Reports
 - Publication
 - Simulation



It's a very exciting time. The chains are about to be broken...

Michael Cousins
Triaster MD

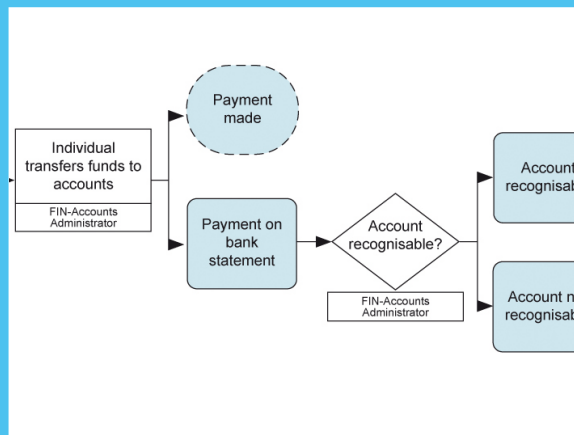
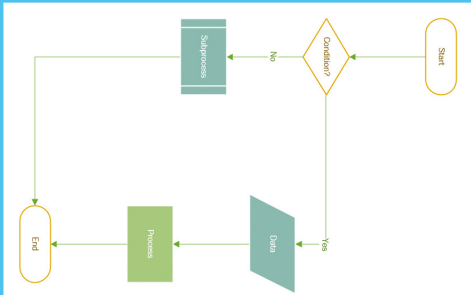
Although we do believe that the Triaster Noun-Verb methodology offers a great system for our customers to capture their process maps, we also understand that people love flexibility and the ability to choose the mapping shapes that they want to use.

We also understand that many new customers already have many pre-existing process maps, which they just want to import into their Triaster Process Library.

This new flexibility won't change anything if you work with, know and love the Triaster platform as it is, but it will offer the ability to integrate existing process maps or work with a fully independent business improvement methodology. We consider it as just another feather in the cap of the Triaster workhorse.

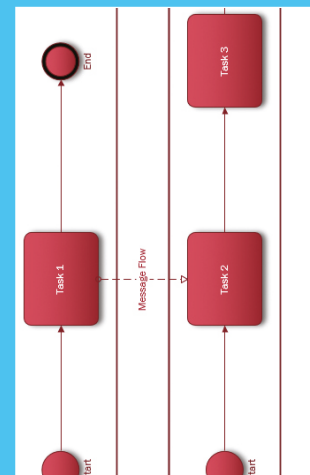
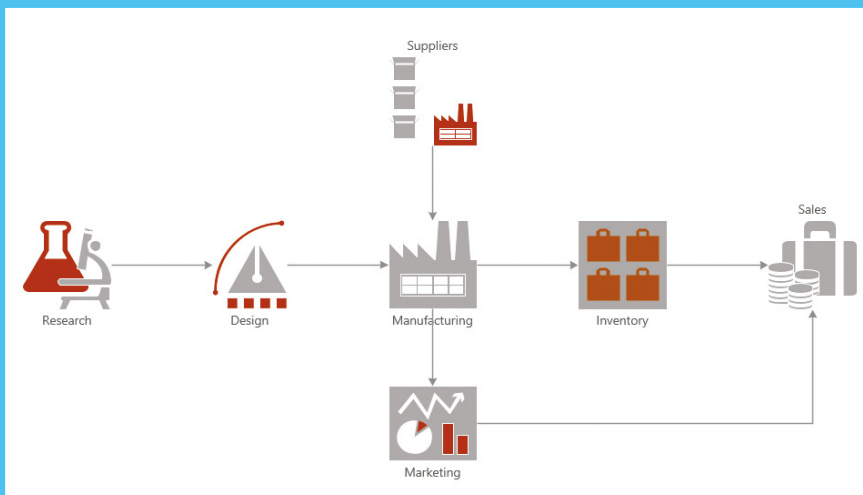
The possibilities are endless!

BASIC FLOWCHART



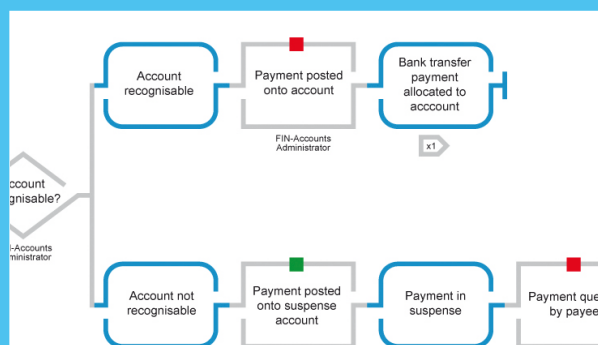
TRIASTER TRADITIONAL

WORKFLOW DIAGRAM

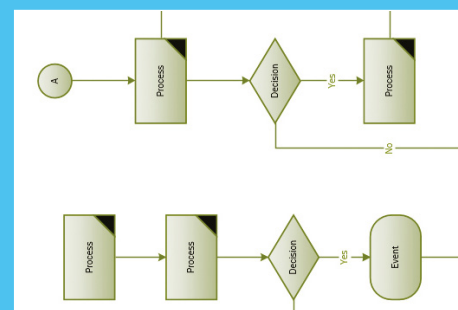


BPMN

AUDIT DIAGRAM



TRIASTER CUSTOM



We are breaking the chains off the Triaster platform, making it even more possible for our customers to have a unique, customised experience.

This functionality will be first released in Triaster suite version 16.4, expected later this year. Full detail will be available at that time.

Triaster Services

Building flexibility and depth into our service delivery model



Jo Dolton // Customer Success Team

Triaster pride ourselves on our customer service and work hard to deliver the best possible delivery and support model to our customers. We have been delighted to achieve 100% in the Satisfaction and Recommended category of the Microsoft Partners Customer Satisfaction Survey on several occasions.

However we are of course continually looking to improve. So we are now delighted to introduce our new:

- Customer Support System
- Triaster E-learning Programme
- Triaster Partner Programme

A little detail on each follows and the benefits that they will bring.

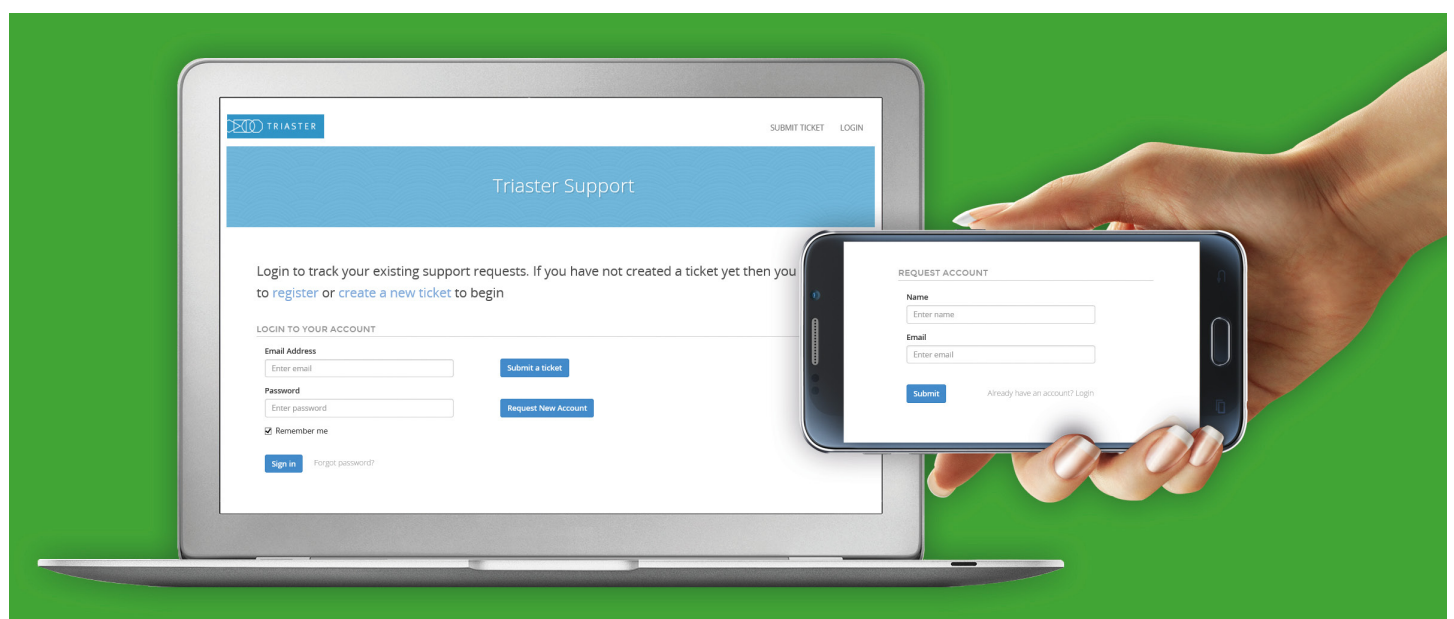
New Customer Support System

Our new customer support system is here and we're really excited about it. That's because it's now even easier for Triaster to answer your queries and give support when you need it.

All support requests will now be referred to as 'tickets.' When you first log a support request to support@triaster.co.uk, you will receive an initial e-mail with a ticket ID acknowledging that a request has been created.



You will also receive a follow-up e-mail. In it, a link will be attached for you to create your own account on our new support system. It is here that you can log, update and review your support queries.

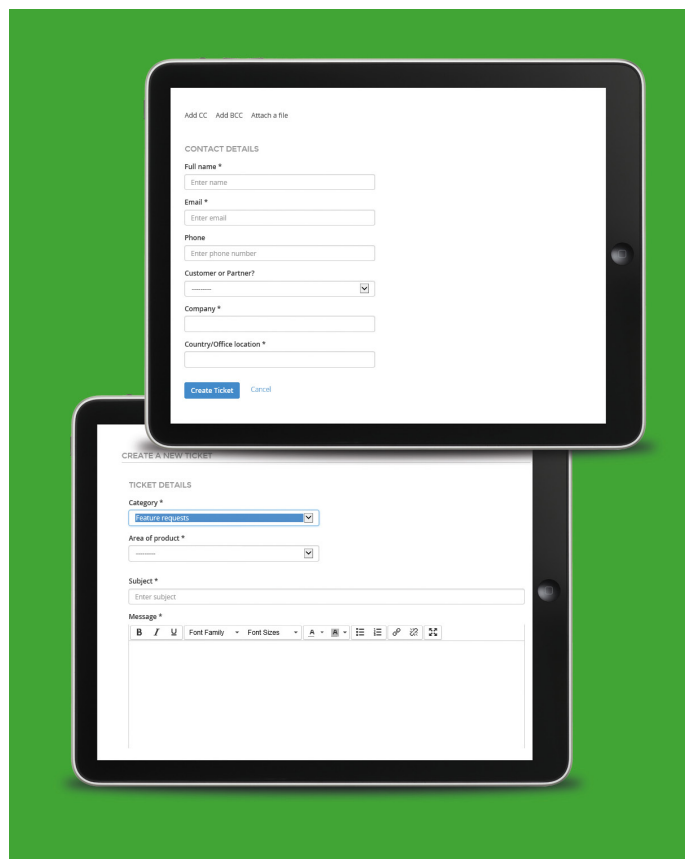


The new system is flexible enough for you to sign up and log queries as an individual, or, if you have a number of people in your organisation who log support calls with us, we can set you up as a group - so that you can see the tickets raised by the other members of your team.

If you're one of those people who hates change, you can always do what you've always done and just continue to e-mail support@triaster.co.uk. Bear in mind however, that using our new system will reduce the amount of time and e-mail correspondence needed for each query, as well as give much better visibility on its status.

When first signing up to use the new support system, you will need to select whether you're a 'Customer' or 'Partner.' This will be remembered for future tickets. The system also enables Feature Requests to be logged, so when raising a new ticket, you now have the choice between two categories:

- Feature Requests
- Triaster Support



Just as support@triaster.co.uk automatically creates a ticket in the system, the e-mail address featurerequests@triaster.co.uk also logs tickets directly into the new system.

The new system can also be reached by using the link www.triaster.co.uk/triastersupport or clicking on the relevant icon on the Triaster Support page of the website.

We are delighted with our new Customer Support System as it is already allowing us to deliver even better and even more timely support to solve your queries. Along with our agile development approach, it will also support quicker resolution of software issues and development of customer requested features.

If you have any questions or feedback on this, you can always contact us on: customer.services@triaster.co.uk

Introducing Triaster E-learning

In amongst the great feedback we received about our on-site training:

“

We haven't had training this successful in quite some time. Particularly with the size of the group, I'm amazed that everyone remained completely invested in the training the entire time.

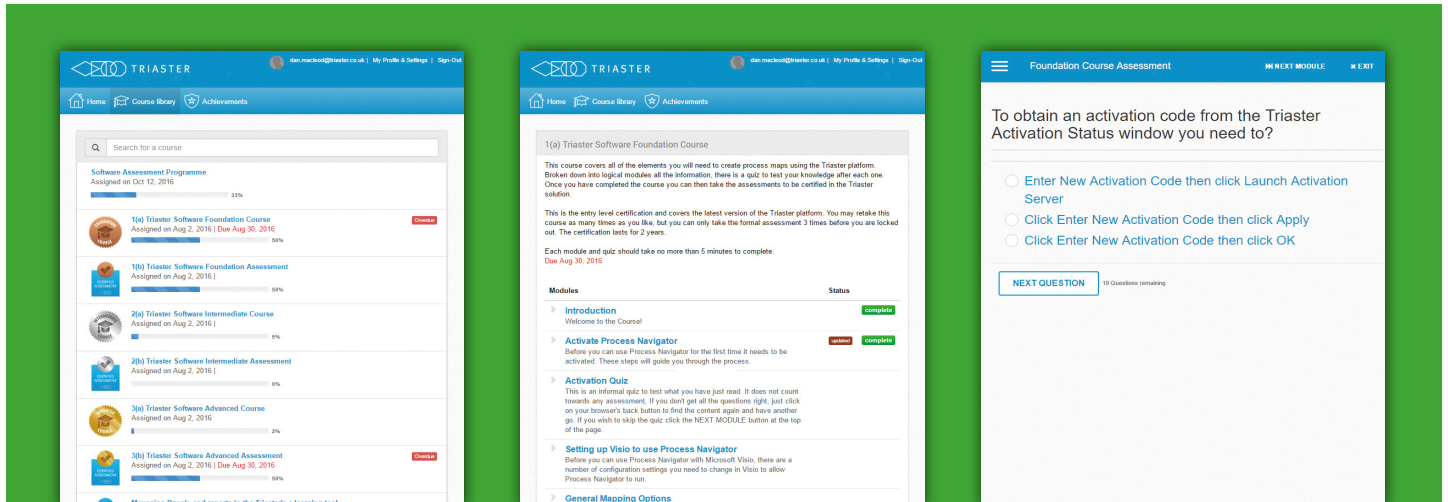
Equifax

We have sometimes also received the following comments:

“It was difficult to get time out of the office to complete training.”

“It's difficult to digest everything when it is delivered in large chunks.”

“Although we have completed the training our learning isn't tested.”



So, alongside our existing on-site training, we are now offering our new E-learning programme.

This is version one and currently we would expect customers to use it to supplement either internal or Triaster training.

We do however have big plans for its development! These include adding videos, and other user friendly ways of communicating the information – we would love to hear your thoughts and feedback.

The E-learning programme currently offers:

The E-learning courses can be purchased according to the following introductory offers:

Pay-As-You-Go: £40 per course, £10 per assessment or

Unlimited learners: £2,000 for the year

This allows unlimited learners from your organisation to complete any course or assessment or combination of the two. Therefore any learner locked out of an assessment after three unsuccessful tries can be 'reset' on an unlimited basis.

Library Administrators can also be set up as the Triaster E-learning Administrator and enrol colleagues on the course.



Foundation Course

Introduction to process mapping with Process Navigator



Intermediate Course

Covering more advanced Process Navigator features such as Generate Next Level and Data Manager



Advanced Course

Includes the Foundation and Intermediate course and covers all Library Administration features

Each course offers training and/or assessments.

Each assessment can be taken up to three times. On successful completion a personalised certificate is issued which is valid for 2 years, when users will need to re-certify - learning about any new software features released in the meantime.

Our new E-learning programme offers a new degree of training flexibility that we are delighted to offer. We will also be very responsive to user feedback - which we are very much looking forward to receiving.

Triaster Partner Programme



Over the years Triaster have worked more and more with partners who are able to offer services which are additional to Triaster's own, as well as providing extra resources to assist us with large projects when the need has arisen.

We have often worked with people who have previously been customers and subsequently set up as consultants. We have also worked with people who are able to supply specific library content, such as ITIL processes.

However, we are now taking the extra step of adopting a formal Triaster Partner Programme which will enable us to offer our customers services delivered by partners with the following expertise:

- Change Management
- Business Analysis
- Business Improvement Methodologies
- Specific Industry knowledge
- And more...

In addition it will enable customers to easily access additional process mapping resource, where internal resource is scarce.

This is an exciting new development for Triaster which will bring added flexibility and depth to our services delivery model.

Triaster are recruiting



Triaster are currently on a recruitment drive for self-starters to join both the Triaster team and the Triaster Partner Programme.

Triaster Team

We are on the lookout for excellent candidates to join our professional services team and help with continual development of our customer centric, flexible, delivery model.

For more information please contact:
info@triaster.co.uk.

Triaster Accredited Partners

We have a variety of Partner models to suit small, medium and large consultancy companies. For more details and possible next steps, please go to:
triaster.co.uk/triaster-accredited-partners.php

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

What a fantastic day we had at BAE Systems - Submarines on 5th October. For those of you who couldn't attend, you missed a real treat. Although they have hosted a User Group meeting in the past, which a few of us were lucky enough to attend (8 years ago!), the tour of Devonshire Dock Hall, where we got various views (high and low) of submarines in different phases of manufacture, was truly amazing.

Unfortunately cameras are banned so we are not able to share what we saw, apart from the surrounding area of the Lake District which many of us got to enjoy from the train. We thank Adele, Garry and team for providing such a great day, even though the site was preparing for a VIP at the time. As well as seeing such impressive engineering at work, we also had some good discussions during the day.

Customer Soapbox

The customer soapbox brought up some great points:



| Subject | User Group Comments |
|--|--|
| Applying and using ISO clauses to properties | <ul style="list-style-type: none"> • Additional Quick Search tabs can be added to reflect the appropriate standards • Visible indicators can be added to process maps showing that there is a relevant clause • Not all attendees have used this functionality • There are standard reports which can be used to list all relevant activities |
| 16.3 version | <ul style="list-style-type: none"> • A perceived issue with 16.3 was raised. It was felt to be indexing and bringing up old properties in word versions. <p>Following the meeting this was investigated by Triaster and in fact this behaviour is now apparent because of a fix implemented in version 16.3. Document search of Office documents had been on filename, when it should have been searching on title. Version 16.4 will contain the ability to configure the way you want Search to work with Office documents.</p> |

| Subject | User Group Comments |
|---|--|
| Creation of Triaster E-learning user guides | <ul style="list-style-type: none"> • These will be particularly useful regarding functionality that is not used frequently i.e. Data Manager • User input to the guides was suggested and it was requested that both 'captivate' videos and text based documents with screenshots be created <p>It has subsequently been agreed that Paul will run a series of 30 minute webinars; each will look at a specific feature, in order to establish the most useful information to capture for learning. Please e-mail customer.services@triaster.co.uk if you would like to join us.</p> |
| Using the Library with other browsers | <ul style="list-style-type: none"> • A beta edition of the Process Library for use via Google Chrome is available for testing • The new format is still going through some further development, but customers could set up a site and switch it on to start having a look at the alternative view. (Be aware that there is no Pan and Zoom window, or arrow when searching words in the page.) |
| N - dash | <ul style="list-style-type: none"> • This option can be de-selected in Microsoft Visio, thus avoiding problems caused by using this symbol in process maps |

The Triaster update covered the following points:

Jo covered the recent Triaster re-organisation:

- Better utilisation of resources and tracking of work performed
- Less technical tasks – automated builds, installation improvements
- Support – “Happy Fox”, direct link with development
- Partner programme – expansion of services, value add to Triaster core delivery
- What's to come:
 - New faces
 - New service options – more remote and hourly options
 - Online training courses and assessments
 - More Partner involvement



Joel provided an update on some key areas regarding the software:

- Concentration on improving quality
- Next Feature voting - 2017
- Cross browser functionality
- New Stencil functionality
- Process Metrics (PSR and PCR)

The workshops were combined into one session and the main discussion was around the end user experience of the Triaster Library, as follows:

Workshop – Customer Experience / Usability

Various approaches were discussed including:

- Use of E-learning to familiarise users with the functionality – it's a pathway to information
- Annual user survey
- Process Library designed with the user in mind – think about your audience and their needs
- Regular company-wide announcements to keep it in the spotlight
- Analysis of weblog reports to understand the most frequently used areas
- Assigning super-users to support locally
- Use of the RACI analysis to promote wider functionality which can be used for a number of activities e.g. job descriptions, appraisals, development coaching, new starter coaching
- Consider the purpose of the content in your library

Triaster User Group USA

I'm also pleased to announce that the inaugural US User Group meeting is taking place on the 3rd November 2016.

Steve Moore at Microsoft in Redmond (Seattle), has kindly offered to host and chair this meeting at his offices. For geographical reasons, many customers are likely to join this meeting virtually – thankfully Steve says this shouldn't be an issue, as Microsoft do use such technology!

If you are based in the US or Canada, or have colleagues using the Triaster platform there, I strongly encourage you to attend the Triaster US User Group meetings in order to share ideas and hear what other customers are doing to achieve their objectives.

I'm sure that as our US Partner network gets up and running and brings more new customers on-board with the Triaster platform, this group is going to expand and become a great place to share ideas throughout the user community on both sides of the Atlantic.

As a reminder, especially for those who are new to Triaster, the User Group forum on LinkedIn is the ideal place for airing your thoughts and raising new ideas. The forum can be both clicked to from the User Group Secure page and via this link: <http://tinyurl.com/pv5vnkp>. If you aren't already a member of this group, please simply request to join and the group owners will approve your request.

YOU
TELL US

Next Main UK User Group meeting



The next User Group meeting is most likely to be hosted by Equifax at their London offices. The date is still to be agreed but will be in late March/early April 2017.

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to user.group@triaster.co.uk

L de Spies

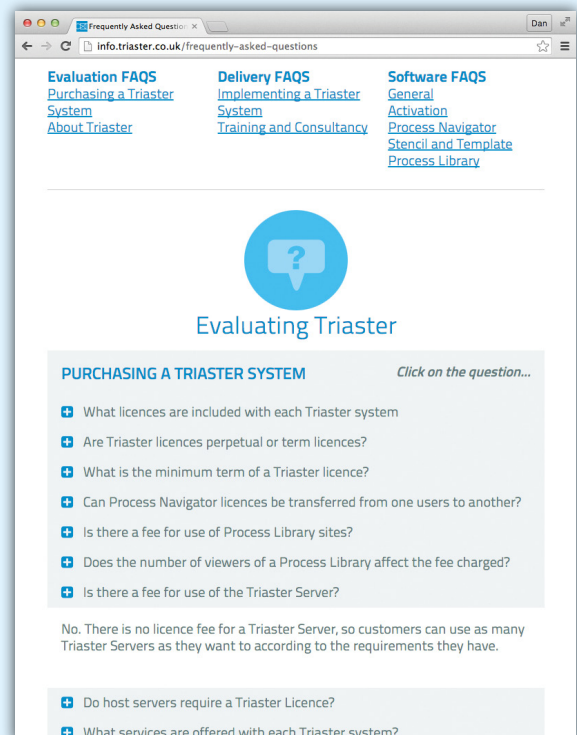
user.group@triaster.co.uk

Triaster FAQs Go Live!

We have added a new FAQs page to the website:

info.triaster.co.uk/frequently-asked-questions

Please have a look and tell us what is missing! This is the first stage of a long-term project to replace the Knowledge Base.



Connector Now Quarterly!

The Connector newsletter is now being released quarterly, all year round. This enables us to keep our Connector high standards, whilst releasing regular blog articles each week.



Don't miss out, subscribe to the Triaster blog!

blog.triaster.co.uk/blog

Tech News

Trouble-shooting Quick Search issues



John Blight // Service Desk

Triaster uses the Keyoti search system to index files and present results in a process library site's website. When trouble-shooting Search issues, there are some key files that can help.

```
Triaster\TriasterServer2011\KeyotiSearch\  
IndexDirectory\  
  Numerically-named index files  
  Indexer.txt  
  lock  
  ParserProvider.txt  
  Reader.txt  
  IndexLog.txt
```



'IndexLog.txt' file

When a re-index is run as a post-publish task, actions are logged in 'IndexLog.txt'. Useful information includes:

- Timestamps, so that you know whether records represent expected indexing activity
- The sources (e.g. which maps and documents)
- Errors, including for specific sources, and whether indexing was run at all

The timestamp on the file itself will also indicate whether indexing has happened when expected. An old timestamp would suggest a problem.

Errors for specific sources aren't unusual. There are commonly files in searchable locations that cannot be handled, and these are often identified in the 'Indexer.txt' and 'Reader.txt' files, more details of which will be given later.

Index files

The index files are a set of numerically-named files. In a complete index, the numbers would be the same, but the files would have different extensions. File-names with different numbers would suggest either an index is currently underway, or that one had crashed. The timestamps on those files should indicate which.

If indexing has crashed, then the index files should be deleted. A corrupt index can prevent further indexing.

'Indexer.txt', 'Reader.txt' files

These contain records of files, as represented by their HTTP URLs.

Problems reading and indexing files are likely to be identified here. Often, these are of no concern, perhaps system files such as 'thumbs.db' files that Windows Explorer uses.

However, there may be characters in a path that are forbidden in URLs, preventing the file from being indexed. For example, by default, '+' isn't allowed in a URL by IIS (Microsoft Windows' web serving engine). A document with a '+' in its file name won't appear in Search results. In this case, either the document is renamed to remove problem characters, or 'double-escaping' is enabled in IIS to allow their use in URLs.

'lock' file

When indexing is running, a 'lock' file is written to the 'IndexDirectory' folder. This will prevent another re-index from being initiated. When indexing is complete, it should be deleted. However, if indexing crashes, it's likely to remain. Its timestamp should indicate whether it represents current indexing action.

If indexing has crashed, this file should be deleted.

'ParserProvider.txt' file

This file identifies MIME-types that are not recognised. A MIME type is used by a web server as a way of identifying a file based on its nature and format, and will determine how that web server serves a file.

We've only encountered one related issue where documents were on a different server. That server's MIME-type configurations for some types of file weren't in accordance with standard definitions, and those types of file weren't being returned in Search results. This was apparent from the 'ParserProvider.txt' file. Correcting the MIME-types on the document-hosting server resolved the issue.

Summary

When investigating Search behaviour, these files in particular can offer helpful information:

- IndexLog.txt
- .txt files in the 'IndexDirectory' folder, especially 'Indexer.txt' and 'Reader.txt', and perhaps in more specific circumstances, 'ParseProvider.txt'

Timestamps on files will identify the currency of indexing.

To remove a corrupted index and ensure subsequent indexing can run, delete these files from the 'IndexDirectory' folder:

- Numerically-named index files (only the index files are named numerically)
- 'lock' file

Meet...Catherine Hart

Administration Assistant



Catherine is Triaster's new Administration Assistant, breezing in each day to sort out both the office and everyone working in it!

We all enjoy her cheerful approach and can do attitude, as well as her invaluable support with admin tasks. We asked Catherine for her thoughts on her role and being part of the Triaster team and this is what she said:

“

I enjoy the diversity of the tasks that I deal with every day at Triaster – I really like being a facilitator. The teamwork, positivity and receptiveness from everyone also creates a lovely environment to work within!

Fact File

Joined Triaster
2016

Before that
Academic manager in the world of English language teaching.

Professionally she is most proud of ...
Having worked internationally and with people from all over the globe!

Hobbies
Singing, acting, crafts and travel

Likes
Independent films, people with a good sense of humour, beautiful sunsets and the countryside

Dislikes
Violence, negativity, prunes and skydiving

Everyone at Triaster will always remember...
One of the first things she did was buy Punch Man!






Events Summary

The full events list

Triaster and our customers host a number of events as listed below. Many of these events are free of charge; all deliver great value. Of course, all Triaster training courses can also be delivered on-site, if you would like to discuss this further, please contact us by calling: **+44 (0) 870 402 1234** or e-mail customer.services@triaster.co.uk

Please do remember to register if you plan to join any of our webinars.

| Date | What is the Event? | Who benefits from attending? | How will I benefit? | Location |
|---|---|---|---|------------------------------|
| 3rd Nov 2016 | Customer User Group USA | All Triaster customers in the USA | A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. | Microsoft - Redmond, Seattle |
| 15th Nov 2016 - 14:00 1st Dec 2016 - 10:00 14th Dec 2016 - 13:30 12th Jan 2017 - 10:00 24th Jan 2017 - 14:00 | Why Triaster? - Webinar  | Anyone interested in managing and improving their business processes | A top level introduction to the Triaster Platform. This short webinar gives an introductory tour of a Triaster Process Library and a high level explanation of how the Triaster systems enable effective management and improvement of business processes. | Webinar |
| 16th Nov 2016 - 14:00 8th Dec 2016 - 11:00 12th Jan 2017 - 14:00 2nd Feb 2017 - 11:00 | Achieving Better Processes and Systemic Improvement - Webinar | Anyone needing to implement continual improvement in their organisation | Are you struggling to find the tools to help drive continual improvement in your organisation? Using the Triaster Platform, we will explore how to drive down costs and inefficiency and drive up quality. | Webinar |
| 25th Nov 2016 - 10:00 16th Dec 2016 - 10:00 13th Jan 2017 - 10:00 10th Feb 2017 - 10:00 17th Mar 2017 - 10:00 | Customer Feature Review - Webinar | All Triaster customers | If there is an area of the Triaster Platform that you would like to run through either for the first time, or to gain a better understanding of how to use it, these webinars are for you. Each webinar concentrates on an area of the software that some customers have highlighted as being unclear about. We are open to suggestions of what we should cover. The first one will cover the automatic moving of maps within the approval process, then we think Data Manager would be useful to run a recap on. All ideas welcome though. | Webinar |

| Date | What is the Event? | Who benefits from attending? | How will I benefit? | Location |
|--|---|---|---|--------------------------|
| 2nd Dec 2016 - 14:00 | Triaster Accredited Partner Scheme - Webinar | Anyone interested in becoming a Triaster Accredited Partner | Considering becoming a Triaster Accredited Partner? This webinar will give you an introduction to the Triaster Accredited Partner scheme and further information on Triaster's Partner model and how it can work for you. | Webinar |
| 14th & 15th Dec 2016 13th & 14th Mar 2017 12th & 13th Jun 2017 | Triaster 2 Day Training - Creating Maps For Your Library | Anyone needing to map their processes | This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. | Triaster HQ, Oxfordshire |
| 22nd Feb 2017 | Breaking the Chains Off the Triaster Platform | Anyone needing to map their processes | An exciting event, showcasing Triaster's brand new capabilities to interpret multiple process mapping methodologies. | Triaster HQ, Oxfordshire |
| Dates available on application | Triaster Training - Process Discovery Facilitation | Anyone responsible for process discovery | Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.) | Triaster HQ, Oxfordshire |
| TBA | Triaster Customer Focus Day | All Triaster customers | Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. | Triaster HQ, Oxfordshire |
| TBA - late March / April 2017 | Customer User Group | All Triaster customers | A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. | Equifax, London |

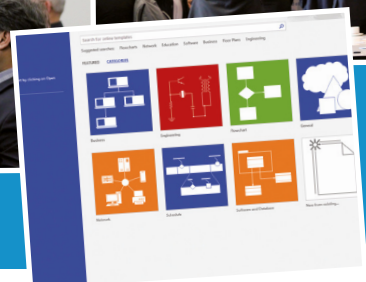
Breaking the Chains Off the Triaster Platform

22nd February 2017

An exciting event, showcasing Triaster's brand new capabilities to interpret multiple process mapping methodologies.

 www.triaster.co.uk/events

NOT TO BE MISSED!



Community Round-Up

What's going on?

CONGRATULATIONS TO...



Kerry Ann from Skanska UK who got a distinction for her recent Science Foundation Degree. We are so impressed.



Claire Lorrain from the University of Winchester, who (as well as being award winning!) had a baby girl in June. What a year!



Victoria on the birth of Luca in August! Also to Dad, James.



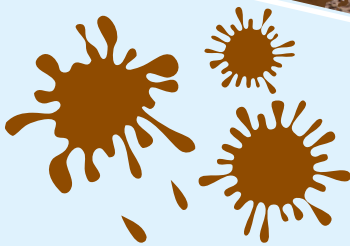
HELLO AND GOODBYE

A COUPLE OF WELCOMES
We are delighted however to welcome Catherine Hart, Administration Assistant and Brad Fagan, Content Marketing. It's great to have you both on board.



A COUPLE OF GOODBYES
Over the summer we were sad to say goodbye to Emily Wright and Isobel Witts. We miss them and wish them both all the best in their new roles – Emily as a Project Manager and Isobel working for a marketing agency.





Chris Needham and 12 colleagues from across Skanska UK completed another Mud Pack Challenge on Sunday 23rd October to raise money for The Hospice of St Francis which provides care for people living with life-limiting illnesses. Chris let us know saying...



We are aiming to achieve our target of raising £2000 which means each of us would like to raise a relatively small £130 in sponsorship. If you'd be willing to sponsor me to get absolutely filthy and apparently get hosed down by the fire brigade at the finish line, then you'll find our fundraising page here:

 www.justgiving.com/fundraising/Skanska-Civils

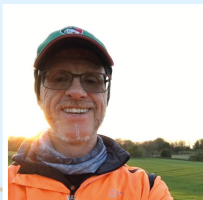
...AND SOME IMPRESSIVE PHYSICAL CHALLENGES!



Joel before the run!

Joel Evans ran the Royal Parks Half Marathon in early October fundraising for The Somerville Foundation. He and the rest of his team of four raised just shy of £2,000! He thanks everyone for their sponsorship. If you would now like to support the cause, please go to:

 www.justgiving.com/fundraising/Joelevansroyalpark



In June Steve Ward from NG Bailey completed his 3 Peaks challenge in 9 Hrs 7 mins - 53 mins under his target of 10hrs and raised £1,557 for the Royal Hospital for Neuro-disability. "Many thanks to all for the support."



Triaster Goes to Westminster Palace

Making waves in The Parliamentary Review



Introducing Brad Fagan, our new Content Marketer...find out more about Brad in the next issue.

2015 / 2016

TECHNOLOGY EDITION

The Parliamentary Review

A YEAR IN PERSPECTIVE



Gala evening at The House of Commons hosted by The Rt Hon David Curry to celebrate The Parliamentary Review launch

When we heard that Triaster was to be included in this year's Technology Edition of the Parliamentary Review, we couldn't help but feel as if all our Christmases had come at once. We were almost tempted to break out the cured ham and watch for St. Nick in the carpark, such was our glee that we were confirmed to be at the forefront of technology companies in Britain.

And it's true – in fact we are at the forefront of something extraordinary; what we do helps our customers improve the way they do business **every single day**.

It's as simple as that. We live for terms like 'business process management', 'process mapping' and 'process libraries' (we love a good process), but at the end of the day it's about ensuring that our customers have all the tools at their disposal to best manage their business processes.

So why does our inclusion in The Parliamentary Review make us so excited?

Our inclusion in the Parliamentary Review confirms that we are a truly trusted and revered British company.

The review is sent out to tens of thousands of leading policymakers and acts as both a blueprint for success, and a template for reform. Triaster is leading the way in our industry. We are seen as an innovator, a motivator and an essential part of the business landscape in 2016 and beyond.

However, despite our inclusion in The Parliamentary Review, we won't let it go to our heads. We know we aren't the sports star on the field, or the celebrity in the magazine - **but we love what we do and we do it well.**



To read the Triaster article please go to:
<http://tinyurl.com/triaster-2016-pr>