



Welcome

Emma Harris // Operations Director

Firstly many apologies that this edition is so late, I do hope our bumper summer issue gave you plenty to keep you interested while you were waiting.

Triaster has had an extremely busy and productive summer, completing the Simulation and Aggregation development for release this month and delivering some very interesting implementations in the USA.

Another pleasing aspect of the summer was the response to Microsoft's annual survey to ensure that Triaster should retain our Gold Partner status. The results were excellent, with 98% satisfaction returned and all results well above the benchmark. This is absolutely what Triaster strives for, in fact the teams' reaction was, 'What went wrong with the 2%?'

It was also great to receive some very encouraging comments about the Connector, 'I love the current Triaster newsletter. It is very informative and to the point.' 'Excellent.' 'Relevant and insightful.' I hope we continue to hit the spot with this edition.

Others asked how to receive it electronically and how to stop receiving it twice in their in-box. The answers are; to receive the Connector electronically please go to www.triaster.co.uk/connector and complete the form at 'Register Now'. To ensure that you only receive it once, please click on the 'Unsubscribe' link at the bottom of one of the Connector notification e-mails.

Emma Harris

emma.harris@triaster.co.uk

+44 (0)870 402 1234

In this issue//

Your Success is our Success

Being a Trusted Partner.



Page 2

WebLog Expert

Getting the most from it - part two.

Page 5

T.U.G. (Triaster User Group) News

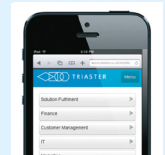
Register for the next meetings.



Page 7

Triaster Software Development

The latest features and planning for the future.



Page 9

Tech News

Configuring Visio and Process Navigator in the Registry.

Page 14

Meet... Steve Odeyemi

Project Support Consultant.



Page 16

Events Explained

Why you should attend.



Page 17

Community Events

Keeping you up-to-date.

Page 20

From the Community

What a great summer!



Page 22

Your Success is our Success

Being a Trusted Partner

Triaster understand that our customers' success is our success and our model is to align our services to ensure that we deliver it.

Over the summer, Triaster delivered two very different projects – although in fact both were in the USA.

Whilst the services delivered and the structure of the implementations were very different, working as a trusted partner to deliver on each customer's objective was, as ever, Triaster's overriding aim.

The larger-scale project of the two was delivered to Homeserve USA, and included providing professional services to map out the current state processes across four value streams of the global services company, for population of a new Triaster Process Library.

Homeserve's previous experience of consultants had caused some doubts amongst some of the stakeholders as to whether the project should include external consultants. Their concerns were mainly around whether the consultants would integrate effectively with the project leads and also whether knowledge gained during the project would be lost once the consultants left site. Triaster met with the relevant stakeholders to assure them that the Triaster consultants would be 'trusted partners' in the project and actively engage with everyone involved in the project to ensure knowledge gained would be retained internally.

Once the delivery scope was agreed, three Triaster consultants were quickly deployed (within about a week) to two stateside locations.

Each Triaster consultant was assigned a value stream with the fourth value stream assigned to an internal Business Analyst supplied by the organisation. Each of the four value streams was further defined by Level 1 and Level 2 processes.

Tight timescales were set, as 100% of the "AS IS" processes across the four value streams had to be mapped and validated by the process owners within 8 weeks.



The US project to map Level 1 and Level 2 processes in just eight weeks was, by any standards, a challenging brief but that did not deter the joint Triaster and Homeserve team.

With the scope agreed, the project was mobilised and immediately set about working with Subject Matter Experts and Process Owners to document and validate the end-to-end 'AS IS' processes. Key to the successful delivery of the project was the effective integration of the Triaster consultants and Homeserve teams. Homeserve has now engaged Triaster to undertake a similar exercise in the UK and I have every confidence that we will deliver another great result.

Andy Walls, Global Lead – Business Process & Change, Homeserve

The approach taken by the Triaster consultants to meet the tight timeframe was as follows:

1. Provide an on-site author training and governance workshop to internal business analysts, global leads and supporting staff.
2. Provide joint presentations to key stakeholders in the business about the project objective and the

solution use in the short and long term.

3. Identify Process Owners and Subject Matter Experts for each Level 2 process.
4. Set up process discovery workshops with the Subject Matter Experts (SMEs).
5. Map out the Level 2 process including any improvement opportunities identified during the discovery workshops. In addition, the consultants collaborated with individuals on a separate internal improvement project to dovetail with the processes captured as part of that project and avoid any duplication of effort.
6. Work with the SMEs to validate the processes and make any amendments to the process maps if required.
7. Work with the Process Owners to validate the processes and make any amendment to the processes if required.
8. Track and report on progress daily to the Project Lead.
9. Link end-to-end processes together across the four value streams highlighting any gaps.

At the end of 8 weeks, 96% of the processes were mapped, validated and readily available in an on-line, live Triaster Process Library.

The remaining 4% of the processes were mapped but not validated because they were in a state of flux, between the 'AS IS' and 'TO BE' status; otherwise 100% validation would have been achieved.

Processes were linked end-to-end across the four value streams and improvement opportunities were instantly available in a report. Responsibility and Accountability were captured against each Activity as well as systems used.

There is a complete audit history of the processes using Triaster approvals workflow. Microsoft Excel Data Managers were used to populate Node properties rapidly such as SMEs, Process Owners, Change Descriptions, Review Dates, etc. across multiple processes. Data Managers were also distributed to the SMEs during the validation period in case they felt other improvement opportunities could be added to the processes.

Once the project library was established, it was cloned and given to the internal improvement project team to be used as the basis for their on-going work. Internal project staff were trained to facilitate their own process discovery workshops, mapping processes using Process Navigator in real time during discovery meetings and administration of their Process Library.

The second project delivered this summer was in partnership with Bluehawk Consultancy in Seattle. Triaster and Bluehawk worked seamlessly to provide a rapid Process Library deployment for T-Mobile (USA). As with many projects, discussions began in March, however priorities were changed and the implementation was put on hold.

In July, priorities changed again and the implementation was needed within a couple of weeks. Triaster was able to move fast, and working around global time challenges, established a plan to implement the system and deliver training on site, in Seattle alongside Bluehawk consultants, by the 22nd August. This was exactly 6 weeks from establishing the project requirements, and because of IT restrictions and project team availability, the solution was in fact implemented and the project team trained in just **6 working days**.

Our strong partnership with Bluehawk Consultancy added great value to this implementation and ensures on-going local support to T-Mobile.



Bluehawk Consulting is one of the leading management consulting firms in the West Coast of USA. We have been working with Triaster in support of our customers in the USA for the past five years.

Throughout our engagement with Triaster, they have proven to be a dependable, reliable, and responsive partner. In our latest engagement with T-Mobile USA, Triaster has gone above and beyond the call of duty to ensure a successful deployment of the Triaster solution.

Triaster was there to support our ever changing needs as our client went through a process of acquisition, integration, and IPO impacting our engagement timeline.

Triaster's proven process management solution and their wealth of process management knowledge complements our skills and activities, providing an additional and valuable market opportunity for us and our customers.

We have found the Triaster solution to be an excellent fit with the Business Process Improvement services we provide. Triaster allows our customers to easily automate their business processes to improve the efficiency of their organization. Triaster is a well-established firm with an impressive track record for delivering results. They have been an excellent partner for us.

I want to thank Triaster for all the support you have given Bluehawk as we grow our partnership. We look forward to our continued partnership as we expand our presence throughout North America.

Zach Hopkins, Bluehawk

Paul's shortcut of the month
F12 gives a 'Save As' option in all Microsoft applications

Customer Tip
If you make your hyperlink label 100% transparent, it will then appear as a description when you hover over the link in HTML

Live from linkedin

Linked in

Linda Spinks, University of Cambridge asks the Triaster User Group how they currently link to SharePoint Documents.

<http://tinyurl.com/Lindas-Qu>

From the Twittersphere



It's lovely to receive feedback on Twitter:



BIA Services attended our "Making the Most of Process Mapping" Seminar. For more details and to register for these events please go to www.triaster.co.uk/events

WebLog Expert

Part two on how to get the best from it



Steve Odeyemi // Project Support Consultant

In part one we looked at how we may interpret combining a number of reports together to inform the Library Administrator or Manager which maps, files and documents users access in their Process Libraries, which in turn provides an insight into user trends and behaviour.

WebLog Expert also has a number of other features of interest to Library Administrators and Managers who need hard data to present to Senior Management to support their business cases or change proposals. This can be found by viewing 'Activity Statistics' which report daily, weekly, monthly statistics. Also 'Access Statistics' reports on user viewing time, entry and exit pages, file paths, and visitor statistics. These reports provide a storyboard of Process Library user behaviour.

		Country	Hits	Visitors	Bandwidth (KB)
1	ns3.telecharger.com	France	78	39	24
2	server005.dapper.net	United States	20	20	142
3	c-76-110-215-106.hsd1.fl.comcast.net	United States	20	20	84
4	CH-Boston.tch.harvard.edu	United States	26	19	109
5	server003.dapper.net	United States	17	17	120
6	5a.b3.5746.static.theplanet.com	United States	16	14	187
7	fw02.trentsetter.ch	Switzerland	12	12	171
8	free.ispsystem.net	Russian Federation	12	12	6
9	server002.dapper.net	United States	12	12	85
10	64.233.166.136	United States	11	11	133
11	ks36191.kimsufi.com	France	10	10	3
12	pool-71-114-21-3.washdc.dsl-w.verizon.net	United States	9	9	37
13	ip68-5-250-41.oc.oc.cox.net	United States	11	9	46
14	69.9.31.40	United States	9	9	37
15	car75-1-81-57-109-132.fbx.proxad.net	France	229	9	150
16	cpe-72-185-164-0.tampabay.res.rr.com	United States	14	9	58
17	www.dapper.net	United States	8	7	57

If you missed part one of this article you can download it here: www.triaster.co.uk/connector

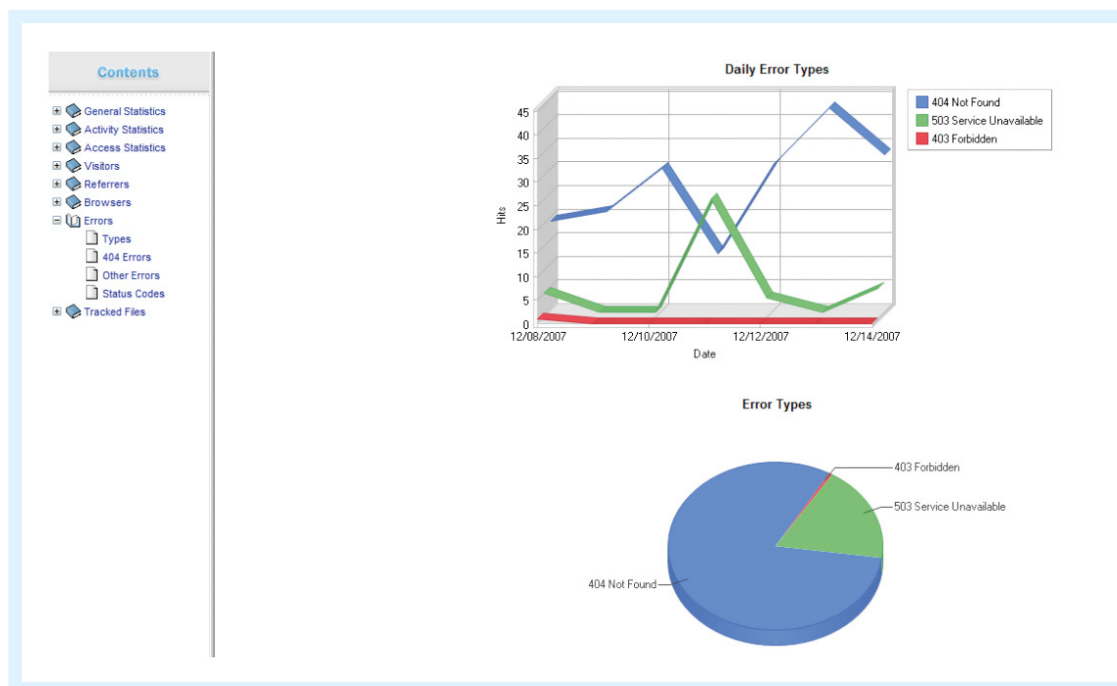
Top Host – Computer IP or ID

The 'Visitor Statistics' report enables Administrators to see who in their organisation uses their Process Libraries; this is reported by computer IP address - see image above – listed in order of the most active computers. Also available are the entry or landing pages users start from within the Process Library and also which pages they exit from. Put this together with the viewing times and we have a clearer picture of whether users are finding what they are looking for, or become frustrated and abandon their search midway.

On the flipside, we have statistics reporting how many users prefer to use Triaster's Quick Search feature to find maps and documents. One client with whom I met raised an interesting point about the use of Quick Search. They were reviewing the culture within their organisation and decided it would be good practice for Library users to fully understand where their processes fit within the wider scope

of their organisation and function units. This client felt that users should be familiar with using the full menu path structure to get to process maps and documents, before using Quick Search. They felt that otherwise the users wouldn't gain a better understanding of where their process sits in relation to other processes within the organisation, functional unit and sub-groups. On the other hand, some companies are excited by the increased number of users finding their maps and documents in two to three clicks.

In addition, WebLog Expert allows Library Administrators and Managers a glimpse of some security metrics provided by the 'Errors' report. This reports the number of unauthorised external users outside of their organisation. Unauthorised users who are denied access to Process Library site(s) receive one of the following Windows messages: 403 Forbidden, 404 Page Not Found or 503 Service Unavailable – see sample chart below. To further improve access security, should it be required, Triaster is happy to collaborate with any client's IT department.



For more information, please contact the Triaster Support Team on 0870 402 1242 or at support@triaster.co.uk.

If you already use WebLog Expert or any other analytical tool with your Process Libraries and would like to share how you use it, please go to www.triaster.co.uk/connector and click on 'Connect'.

“

In Steve, I've rarely come across a trainer so completely engaging and thoroughly professional while maintaining a personable and accessible approach. ...He handled the issues with consummate ease and confidence, never once losing my attention or me as a participant. Overall; the staff involved, the environment, the course materials, equipment, approach and content all contributed to this being one of, no, to this being THE best training experience I have come across.

James Macleod, office2office

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson

User Group

The next User Group meeting will be hosted by 3663 at their Manchester site in Salford, on 9th October 2013. There are a few spaces left, so if you would like to attend please book on via the website here: www.triaster.co.uk/events

WE TELL YOU

For reference, the minutes from the last meeting, which was hosted by Openfield in March, along with presentation slides and the current Product Roadmap can all be found via the User Group Secure page at: www.triaster.co.uk/usergroup/

Please e-mail customer.services@triaster.co.uk if you need a reminder of the username and password to access this area.

Also, please do remember that if you have any general questions that you'd like to ask other Triaster users, the User Group Forum on LinkedIn is the ideal place for this. The more people who use it the more useful it will become. This forum can be both clicked to from the User Groups 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.

Education Group

Following feedback earlier this year, it has been decided to hold an annual Education Special Interest group meeting for those of you who find value in meeting up with colleagues across different education organisations. The objectives of the group will be



The User Group in action at Openfield.

The next User Group meeting will be hosted by 3663, Manchester on 9th October 2013.

reviewed and decided upon at the next meeting.

Martin Fey at the University of Bristol has kindly agreed to host the meeting, and through consensus the date of this meeting is 29th January 2014.

If you would like to offer to host a meeting please drop us an e-mail with some suggested dates to user.group@triaster.co.uk

If there are any customers who would like to arrange an alternative Special Interest group, whether it is for industry specific reasons or another common area that you'd like to workshop and discuss with others, please feel free to suggest it. These meetings can be one-offs or ongoing and Triaster are happy to assist with any arrangements required and also attend the meeting, if that is useful.

YOU TELL US

L de Spies

user.group@triaster.co.uk



“

I would just like to thank you for all the support you have given both myself and BAE and I'm sure our paths will meet again. On a personal level I will miss our conversations, I wish you well for the future in business and your personal lives.

Martin Sainty, on leaving BAE

“

The current level of service Triaster provides is outstanding so would be very difficult to improve in any area, but they somehow do, keep it up.

Steve Ward, NG Bailey, Microsoft survey

“

We would not have got to where we did without the absolutely fantastic support we have had from Triaster. I know I must have been the bane of your lives at times with my constant e-mails asking what probably seemed like the most obvious and simple questions. You have all been brilliant, have the patience of saints and I can't thank you enough for that. I'm sure there will still be plenty more questions and look forward to our continued relationship.

Project Lead on Go Live, multinational corporation.

Triaster Software Development

News on the latest functionality, events and future plans



Andrew Ridgeley // Senior Software Engineer

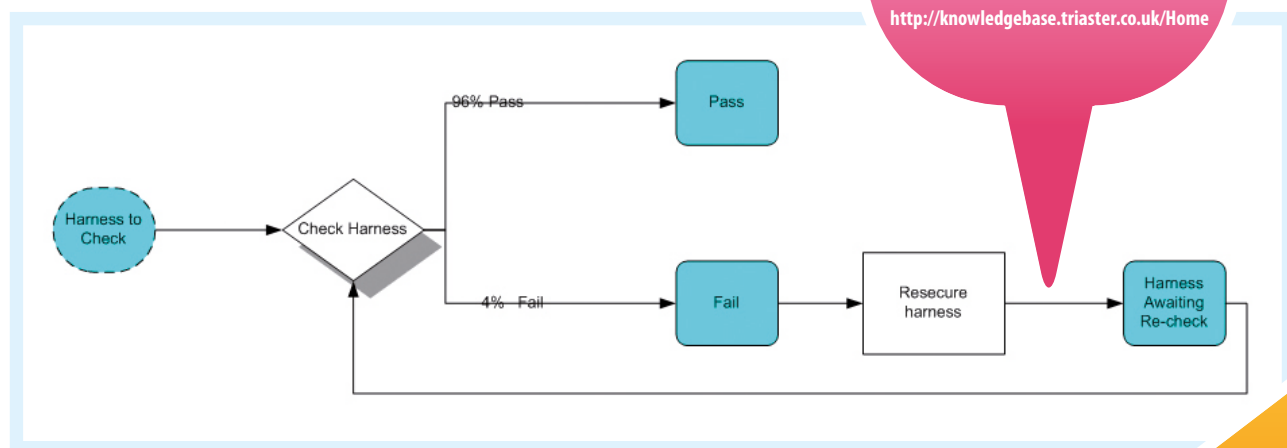
New features available now

Process Navigator – version 13.4

Process Simulation and **Automated Data Aggregation** have been released in 13.4 as a Feature Preview. As a reminder, Feature Previews are first releases that are targeted at expert users in order to enable expert assessment of the capability and the user interface to it. Feature Previews are well tested but may be light on end user documentation.

Simulation and Aggregation can be switched on in Tools > Options > Feature Previews, which then enables the new Simulation and Aggregation menu.

As a reminder, the July/August Connector set out how Simulation and Aggregation drives process improvement (page 11). There will be more on this in future Connectors.



Triaster Server – latest version 13.4

Alerts and Approvals have been further improved in 13.4 with the following enhancements:

- Map review reminders are now able to be sent at set periods before the review date is due, for example three weeks before the Next Review date and then again at one week before.
- The Next Review can now be populated automatically when a map is approved. On each approval, the Next Review date will be set to a date in future, for example, 6 months from the approval date. If, for example, a particular map needs to be reviewed more frequently, the date can be set on a per map basis.
- Approvers who have maps awaiting approval are no longer sent a new e-mail every time the Pre-Live site is published. Instead, the e-mail will only be sent when the map has changed; for example, when the map has been submitted for rework or a subsequent approval.

Please contact
customer.services@triaster.co.uk
to discuss your Library
upgrade.

Customer Focus Day: Planning for the future

The last Customer Focus Day was held on 11th July.

Sessions with Andrew Ridgeley included Mobile Devices, the new web-based Configuration Interface and enhancements to Alerts and Approvals functionality. The main points of these discussions are given below.

In addition, Mike Cousins demonstrated improvements to Data Manager as well as Simulation and Aggregation. Much of the feedback from this session has been integrated into the new feature.

James Harvey and Ashwin Jayapaul demonstrated the Triaster Server 13.1 and onwards upgrade process, to highlight how simple it is to perform a self-upgrade.



Jo Dolton oversees proceedings at the Focus Day



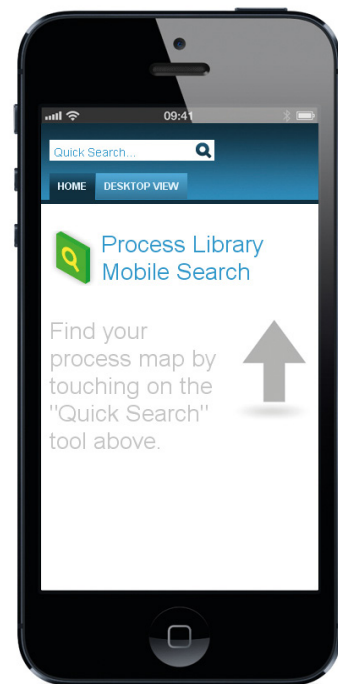
Our requirements have been met at every stage of our journey so far and have always been met with an open yet informed and considered response.

Susan Grinnell, Spirax Sarco, Microsoft survey

Mobile Devices

An outline design had been produced by Triaster and this was discussed, as follows. Some details may change as the technical design process proceeds.

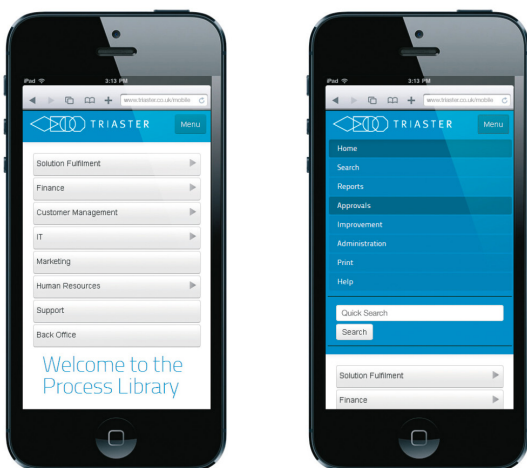
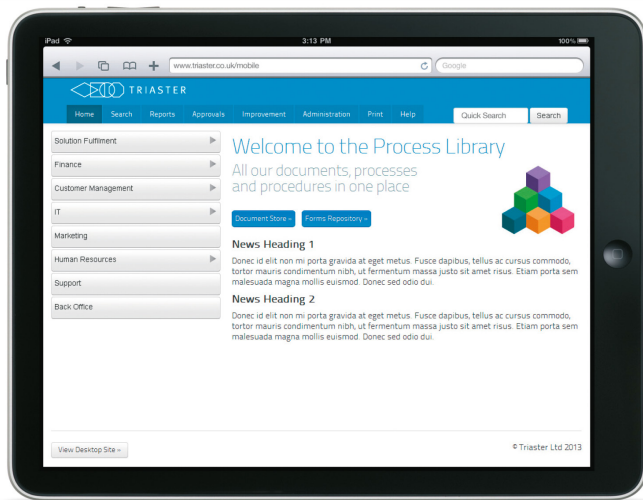
1. There will not be a separate mobile library; instead additional interfaces or components will be added into a customer's current Process Library.
2. The Mobile Devices project will be introduced in a phased approach. This will enable the development to concentrate on the highest priority areas first (finding and using process maps). Therefore, the first phase will focus on Search capabilities and publication format of the maps.



3. An additional set of published html will be produced from the Visio maps. These will use a format such as png, which will be cross-browser compatible. The left hand pan and zoom window and Ctrl + Click properties window will not be present but hyperlinks and OPCs will work. The published maps will use a narrow cut-down nav bar to increase available screen space.
4. It will be possible, using the nav bar, to switch between the standard published map and the new format published map. This will enable users to select which version is most appropriate for them at any particular time.
5. A new Search interface will be created. This is likely

to be a simple interface with, for example, a search text box, a Go button and the search underneath. This could be set as the user's homepage to allow quick access to process maps. It will be possible to switch between this and the existing search interface.

6. A new cross-browser compatible homepage will be available as an alternative to the Flash home page. An online demo of a sample page can be viewed here (http://www.triaster.co.uk/triaster_mobile/v1/home/menu.html). This design demonstrates how the elements resize and reposition according to screen size, so we'd recommend you view this on a phone as well as desktop.



7. Maps that are available via mobile devices will need password protection.

It is anticipated that some of the features discussed above will be available in version 13.5, with further enhancements rolling out in subsequent releases.

Software Development Events

Triaster Solution Update - 15th October 2013



A demonstration and discussion of all the new Triaster Suite features released throughout 2013, including all features released in version 13.4. We look forward to welcoming you to our Wallingford offices for this event.

Maximising the use of your latest upgrade - 14th November



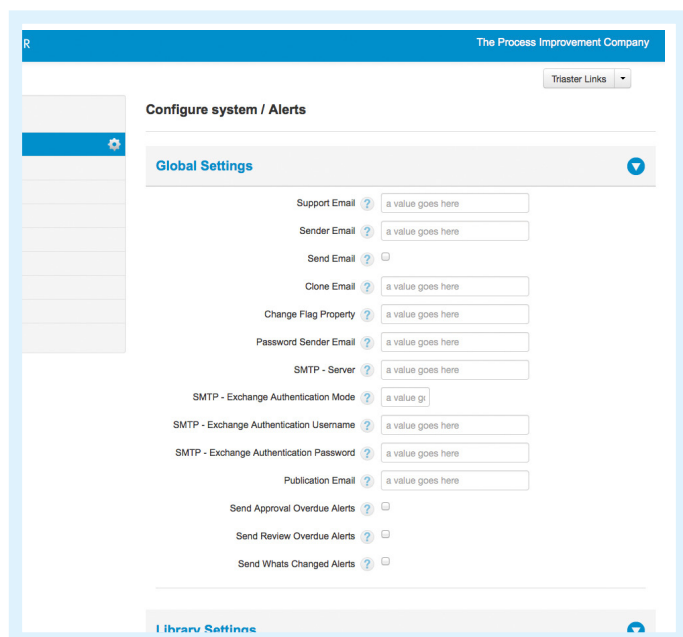
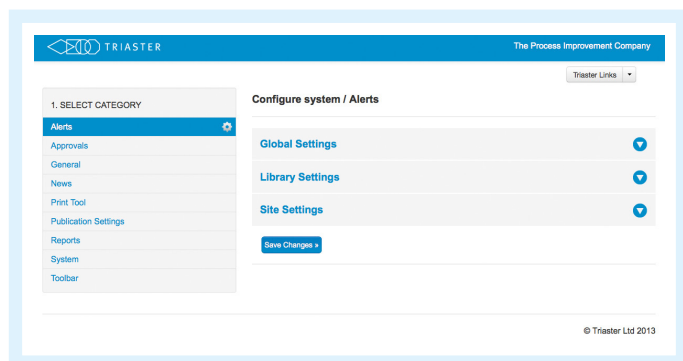
If your Library has been upgraded to Sever 11 or above, come to this workshop at our Wallingford offices, next being run on 14th November. It is a very practical day covering all the different configuration options and how they may best support your objectives.

'I found the session really helpful... thanks very much.'
3663

Web Interface for Configuration Settings

A new web-based interface for editing the configuration settings was demoed. This is currently in production and is expected to be released in the medium-term future. This has the following advantages over the current Pub Server Config Utility tool.

1. There is no need for direct access to the web server.
2. The settings are divided into logical functional areas such as Alerts, Reports or Toolbar.
3. It will be possible to update a setting at a global level (i.e. all sites and all libraries) while still retaining the flexibility to have a different setting value at site level.
4. The interface is built using HTML5 which allows full cross-browser compatibility. The screen elements will re-position intelligently depending on screen size, allowing the pages to be viewed using a Smartphone or Tablet.



Customer Focus Day - 4th December



The next Customer Focus Day will take place in Wallingford on Wednesday 4th December. We are still in the progress of planning the agenda but if you have any topics you'd like to discuss please contact: customer.services@triaster.co.uk.

Release Update Webinars

As you may be aware, we recently took part in a Microsoft Survey as part of our Microsoft Gold Partnership renewal, from this we received feedback from our overseas customers stating that they would love to be more involved in Triaster events.

For more details and to register for these events please go to www.triaster.co.uk/events Please book early to avoid disappointment!

So, as a first step we have set up a number of webinars at various times to ensure that everyone has an opportunity to attend:

Tues 1st October 2013	8:00am to 9:00am BST
Thurs 3rd October 2013	5:00pm to 6:00pm BST
Wed 27th November 2013	10:00am to 11:00am GMT

All events are free of charge to attend. Please book early to avoid disappointment!

Alerts and Approvals Feedback

The following features were regarded as high priority for future releases

1. Layout improvements (such as stopping the heading scrolling on the Maps for Approval screen).
2. Allow comments on Approval.
3. Ability to customise text in alerts (customisation of look and feel wasn't a priority). **This feature will be released in 13.5.**

Product Roadmap Update

It was explained that following the on-line feature prioritisation meeting in June, the Product Roadmap, now has a top 10 feature section for both Process Navigator and the Triaster Server, setting out the priorities agreed.

The feature prioritisation process was discussed and the following points were raised/agreed:

1. Feature Prioritisation calls should take place every six months.
2. An easier to use response form and/or an online voting system would improve the process.
3. It would be useful to show the complexity of each feature in terms of development work (for example, easy, medium or hard).
4. It would be useful to have visibility on what is in development and when the expected release date is.

One of the high priority Server feature requests was a tool to check the integrity of broken links. It is unlikely that Triaster would develop software to do this as there are a number of tools available to purchase which can check for hyperlinks. A demo was given of two such tools:

- Screaming Frog
- Deep Trawl

Both of the tools can be installed onto a PC or laptop with access to the Process Library (typically a Library Administrator's machine).

Multi-Year Contracts - a reminder

Triaster offer reductions on Agreement renewal costs to all customers making a single payment of multi-year renewals. These are usually based on 3 or 5 year renewals and not only do you benefit from the reduced cost and price protection over the term of your contract but all Benefit Credits are made available immediately.



A multi-year renewal can be arranged at any time, so if you are looking to bring your renewal in line with budgets and/or know what your requirements are likely to be over the longer term, please contact Jo Dolton on customer.services@triaster.co.uk in order to gain further information.



The service we have received from Triaster in developing our process mapping solution has been exceptional.

Anonymous response, Microsoft survey



Tech News

Configuring Visio and Process Navigator in the Registry

John Blight // Technical Support Manager

Visio and Process Navigator can be configured through their user-interfaces, but particularly when deploying Process Navigator to numerous users, making those settings directly to the Registry through a REG file or a script can be quicker and ensure a consistent set-up. We have a template script that requires just a little tweaking to make it applicable to a customer's set-up. Do let us know if that would be of interest.


These are common Visio configurations and their related Registry settings. Note that these are all user-specific, and wouldn't require elevated permissions to apply.

Visio

File Locations

Visio 2003, 2007: Tools > Options > Advanced > File Paths...


Visio 2010: File > Options > Advanced > File Locations...

Setting	Registry Setting	Values 
Drawings	HKCU\Software\Microsoft\Office\<Version>\Visio\Application DrawingsPath (REG_SZ)	Typically, the main location in which maps are stored, e.g. \\TriasterServer\Triaster\TriasterServer2011\MapStore\Process Library\Sandpit Maps
Stencils	HKCU\Software\Microsoft\Office\<Version>\Visio\Application StencilPath (REG_SZ)	This could be a shared location on the Triaster Server, e.g. \\TriasterServer\Triaster\TriasterServer2011\MapStore\Stencil, Template and Properties Multiple paths can be specified, separated by semi-colons. The Process Navigator installer will add the 'Templates and Stencils' folder within the Process Navigator installation.
Templates	HKCU\Software\Microsoft\Office\<Version>\Visio\Application TemplatePath (REG_SZ)	This would be the same location as for stencils.

File Format

Visio 2003, 2007: Tools > Options > Save

Visio 2010: File > Options > Save

Setting	Registry Setting	Values 
Default format – SaveVisio files as Save documents – Save files in this format	HKCU\Software\Microsoft\Office\<Version>\Visio\Application SaveFileFormat (REG_SZ)	The Visio XML Document (VDX) format is required by Process Navigator. SaveFileFormat = 2

Security**Macro Security**


Visio 2003: Tools > Options > Security >

Security Level

Trusted Publishers

Visio 2007: Tools > Trust Center > Macro Settings

Visio 2010: File > Options > Trust Center > Trust Center Settings... > Macro Settings

Setting	Registry Setting	Values 
Security Level Macro Settings	HKCU\Software\Microsoft\Office\<Version>\Security Level (REG_DWORD) (Visio 2003) VBAWarnings (REG_DWORD) (Visio 2007, 2010)	It's important that Visio on a Triaster Server does not prompt with macro warnings, as that would stall an automated, non-interactive publication. On a server, we recommend macro warnings are set to the lowest level. Level = 1 (Visio 2003) VBAWarnings = 1 (Visio 2007, 2010)
Trust access to the VBA project object model	HKCU\Software\Microsoft\Office\<Version>\Security AccessVBOM (REG_DWORD)	This needs to be enabled. AccessVBOM = 1

More Information

This article is available in more detail from our Knowledge Base, including configurations for Process Navigator, and with a template script.

<http://knowledgebase.triaster.co.uk/help-for-it-administrators/installation/configure-visio-process-navigator-registry>

Meet Steve Odeyemi

Project Support Consultant



Fact File

Been working with Triaster since
2013

Before that
Contractor at OZD Technology Limited, Milton Park, Abingdon.

Professionally he is most proud of ...
Learning to gain expert knowledge and stay on the leading edge of the curve.

Hobbies
Reading, Films, Kitcars, Chess and Squash.

Likes
Anything to do with a positive healthy lifestyle.

Dislikes
Snakes and insects that bite.

Everyone at Triaster will always remember...
He wears really great shoes on dress-down days.



Steve joined Triaster earlier this year, immediately fitting in so that it already seems as if he has been with us for many years. He is working across the entire customer journey, from supporting prospective customers with their evaluation of the Triaster Solution to delivering training and project support to current customers. His role at Triaster builds on his previous experience of delivering and supporting technical solutions for customers including Vodafone, Unipart and Sainsburys and of course he has had the full support of the Triaster team. However we are sure it has been quite a learning curve. We asked him to reflect on his first six months at Triaster, what he has enjoyed the most, what he has found most challenging and what he brings to the role.



Part of my role involves setting up prospective clients' evaluation sites and content. So far this role has brought me in contact with a number of interesting organisations including existing clients, who are ready to take the next step with the Triaster Solution.

I have had a number of opportunities to visit clients' sites to review their Process Libraries and I have enjoyed using my technical knowledge to resolve some outstanding issues and queries whilst there. This in turn has enabled me to see first-hand how each clients' Process Libraries have been customised and also how their requirements vary. This has been really interesting, especially seeing how different organisation use their Process Libraries to implement change and improve efficiencies, often in very difficult areas of their business. Another project I have been involved in has been the testing of the new Triaster Simulation and Aggregation features, released in PN version 13.4. The recent Data Manager function, which I have already demonstrated to a number of clients, works together with the Simulation and Aggregation to create an end-to-end process cost, by aggregating activity costs vertically and horizontally across a process. Really exciting!

It's been a great six months which has flown by. I look forward to the next six months, especially meeting and getting to know more clients.

Events Explained

Jo Dolton and Emily Constance explain why you should attend



Jo Dolton // Customer Relationship Manager & Emily Constance // Business Operations Manager

We have recently received feedback that suggests there may be some confusion over the purpose of the different events we run. Therefore we thought you may find it useful for the most regular events to be explained in a bit more detail as follows:

Customer Experience Exchange

This is a half-day event at which three Triaster customers each give a case study presentation about their implementation of the Triaster Solution and what they have achieved - sharing lessons learnt along the way.



Why should I attend?

For a fabulous networking event and to learn more about what other organisations have achieved with the Triaster Solution and how they have approached their Business Systems, Process Mapping and Improvement projects.

Triaster User Group

The Triaster User Group meetings are held twice a year and are hosted by customers who are happy to provide an insight into their business and how they use the Triaster Solution. The day is about getting together with other Triaster users and sharing thoughts, ideas and feedback. There are usually one or two group workshop sessions on subjects decided on the day by the group, and a Triaster update session.

Why should I attend?

To network with other customers, be updated on the Triaster Solution and get involved in discussions that may help you with your role/project.



Triaster Education User Group

This is a Special Interest Group for members of the main User Group who are in the Education sector. The group has decided to meet once a year to discuss Education specific topics relating to the use of the Triaster Solution and associated BPM work.



Why should I attend?

If you work within Education you will meet up with other like-minded users of the Triaster Solution, in order to share ideas and best practices to address objectives and issues that are sometimes very specific to this industry.

Setting up Industry Specific User Groups is open to all customers. Please contact customer.services@triaster.co.uk if you would like assistance with setting up a group.

Focus Day

Triaster holds several Customer Focus Days a year during which Andrew Ridgeley, Triaster's Senior Developer, holds several workshop sessions. These are for direct discussions with and feedback from Triaster customers on what you want to see in the Solution and how you want it to work. Other members of the team also run discussion sessions as appropriate.

Why should I attend?

This is your chance to get involved in the early discussions around new and existing Feature Development. Some sessions are at the specification stage and others provide an update on current development, asking for early feedback on features already underway.



Solution Update Event

This event focuses on demonstrations of all the new features released over the previous 12 months.



Why should I attend?

If you have missed any of the previous launch events and update webinars, or would just like an update, you will find it useful to see these new features in action, meet up with other customers to hear their thoughts and talk further with Triaster.

Process Mapping Seminar

A half-day seminar held at various locations around the UK in order to provide an introduction to how process documentation can be Useful, Usable and Used.

Why should I attend?

These events are for anyone with little or no prior knowledge of the Triaster Solution and the mapping methodology we use. The seminar sessions explain how Triaster deliver a successful and useful business management system.



Public Training Course

This two-day course is an introduction to Process Navigator and process mapping using the Triaster Solution. Over the duration of the course you will walk through the basics of Process Navigator and the methodology used as well as touching on some of the more detailed features.



Why should I attend?

For a good basis of knowledge of how to use Triaster software.

You can sign up to receive e-mail updates on events here:

www.triaster.co.uk/connector/register.php

Technical Workshop

A workshop designed for IT or technical Library Administrators who wish to gain an insight into the workings and more technical side of the Triaster Solution.

Why should I attend?

If you have a specific IT contact that owns the Triaster Solution/or you have access to your server and would like a better understanding of the self-upgrade process, talk to Triaster about arranging to attend one of these workshops.



Community Events

Jo Dolton & Emily Constance review the upcoming calendar



Jo Dolton // Customer Relationship Manager & Emily Constance // Business Operations Manager

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. Of course, all Triaster training courses can be delivered on-site, if you would like to discuss this further, please give us a call:

+44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
1st Oct 2013 3rd Oct 2013 27th Nov 2013	Release Update Webinars	All Triaster customers	An executive briefing from the Triaster Team looking at new features from Triaster, what's happening in the Triaster Community and what's coming up next.	Webinar
9th Oct 2013	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. "Come along to our lively and interactive User Group meetings and gain an opportunity to influence future Triaster developments as well as getting to know some like-minded people." Linda Spinks, University of Cambridge, User Group Chairperson	3663, Manchester Depot, Salford
15th Oct 2013	Triaster Solution Update	All Triaster customers	This event will provide a demonstration of all new features released throughout 2013 including the Simulation and Aggregation features, as discussed in the July/August Connector Newsletter and due for release in 13.4.	Triaster HQ, Oxfordshire
21st & 22nd Oct 2013* 9th & 10th Dec 2013 20th & 21st Jan 2014 5th & 6th Mar 2014 *Now fully booked	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. "The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..."	Triaster HQ, Oxfordshire
6th Nov 2013	Customer Experience Exchange	Existing Triaster customers and potential customers from all sectors	Each Triaster customer has a different experience of working with the Solution. Both existing and potential customers frequently say how beneficial it is to hear and discuss how other customers are working with the Triaster Solution. That is what this event is about - three very different customers share their experiences. "The diversity of use is encouraging. Thoroughly enjoyed this event, thank you." SQA	Triaster HQ, Oxfordshire

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
14th Nov 2013	Maximising the Use of Your Latest Upgrade	All Triaster customers on Server 11 or above	Now that you have had a chance to try out your upgraded Library, come along to understand the different configuration options and how they may best support your objectives. "An excellent way of learning how to get the most out of my upgrade." "Great for understanding the new features I received as part of my upgrade." Xtrac	Triaster HQ, Oxfordshire
4th Dec 2013	Triaster Customer Focus Day	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. "A golden opportunity to influence the development of the solution to deliver on your company objectives" Skanska	Triaster HQ, Oxfordshire
29th Jan 2014	Education Special Interest Group Meeting	Triaster customers in the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems with process in this particular environment.	University of Bristol
Dates available on application	Triaster Training - Technical Workshop	Library Administrators, IT and Support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation; as well as providing plenty of opportunity for delegates to discuss their own systems. "I would recommend the workshop as it gives the attendees a good insight into how all the elements of Triaster piece together." Rob Fletcher, ING Direct	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

Not to be missed!

The next Customer Experience Exchange will be held on 6th November 2013. Make sure that you attend !

For more information and registration for this and other Community Events please go to:

www.triaster.co.uk/events.php



As a company they strive to provide an excellent working relationship with the client - there is no negative feedback I can offer.

Anonymous response, Microsoft survey

From the Community

Latest news and discussion

Summer 2013

Lots of people have been doing fun and fantastic things over the summer, so we thought it would be great to share some of them with you:

A big congratulation to Julie Mack, 3663, who recently got married. We wish you and your new husband all the best for the future.

James Harvey, Triaster, took part in Dragon Boat racing on behalf of the charity SeeSaw, winning three out of four races.

Susan Grinnell, Spirax Sarco, faced two big challenges this summer. Not only did she compete in a Triathlon, but the following weekend she completed a half marathon too! Well done Susan, you are an inspiration to us all.

Karen Walker, Triaster, has been taking part in a number of rowing races over the summer.



Send us your news!
We love to include your news in the Connector. Please e-mail customer.services@triaster.co.uk, or just mention it next time you call in. Would you like to feature your project in one of the main Connector articles? Just let us know.



'Triasthletes'

Mike Cousins, Triaster, completed an Olympic length Triathlon in three and a half hours, raising over £500 for Diabetes UK. Congratulations Mike, we are all very proud of you but wondering what you will do next?

Not to be left behind, Emily Constance and Victoria Glancy, Triaster, will be taking part in the Oxford Half Marathon in October. Emily will be taking part on behalf of local charity 'Friends of O.S.C.A.R' and Victoria will be running just for fun! We wish them both luck and look forward to an update in the next Connector Newsletter.



Guess who competition – the Answer

We asked: 'Can you guess which member of the Triaster Team is in this photo and the character they are dressed as?'

Believe it or not, this is Paul Elson-Vining dressed up as Gene Simmons! We received some weird and wonderful answers as well as a few correct answers.



The winner, picked at random is...
Steve Staunton
from Interserve Defence.
Congratulations a £15 Amazon voucher is on the way.

And finally

Q Tucker in Zambia



Q Tucker // Library Administrator, Fugro GEOS

Q Tucker, Fugro GEOS, went on a holiday of a lifetime to celebrate his wife's birthday. Here are some of his photos from his safari adventure in Zambia.

