

CONTACT Personas



EGM Solutions

Sales & Marketing Department		Product Management		Product Engineering						Project Management					
(Technical) Sales Representative Susanne Roth		Strategic Product Manager Stefanie Patil		Technical Product Manager Thilo Preuss		Team Leader Engineering Tom Lopez		Software Engineer Sofia Erdos		Mechanical Engineer Marcel Ebert		Technical Drawer Tina Draber		Project Manager Paul Murmann	
Marketing Manager Mary-Ann Morten		Requirements Engineer Rebekka Esser		Systems Engineer Shiyan Eng		Serial Part Engineer Sarah Pape		Material Manager Milo Matysen		Variant Engineer Viktor Engel		Electrical Engineer Eric Evans		Simulation	
		Variant Configurator Vlad Czakowski				Engineering Change Manager Elias Cremer		Costing Expert Caspar Ericson						CAE Engineer Clarissa Eaton	
Production Planning		Quality Management		Procurement		Production				Customer Service Department					
CAD/CAM Developer Christina Dang		Product Quality Manager Quentin Malberg		Strategic Buyer Saya Bay		Plant Manager Patrick Moos		Digital Asset Manager Diana Asmussen		Foreman Furat Eder		First Level Support Fynn-Luca Sanger		Technical Support Thomas Suttner	
Work Planner Wilhelm Paulsen		Compliance Manager Conrad Molski				Strategic Maintenance Manager Stefan Müller		Machine Operator Marvin Heber		Maintainer Michelle Störmer		Service Technician Sabrina Teuter		Service Manager Susann Malen	
Equipment Engineer Emil Egert						Tool Manager Tanja Merten		Production Logistics Manager Philipp Lauer				Service Planner Sven Pahl			
PLM Task Force		IT Manager Ikay Melek		PLM Administrator Andreas Mettner		PLM Project Manager Petra Mamonova		Application Developer Ayu Deng		System Administrator Shin Arakaki					

Wer nutzt CONTACT Elements?

Die CONTACT Personas sind fiktive Charaktere, die beispielhaft die Anwender:innen von CE repräsentieren. Abhängig von ihrer Rolle im Unternehmen ‚EGM Solutions‘ haben alle ihren Beitrag am Produktlebenszyklus. Mehr Infos findet ihr unter: D101881



Additional Information

What are personas?

- Fictitious persons who represent the target group

What do I use personas for?

- As example personas with real roles and rights in our internal and external demo data
- In presentations/webcasts/[articles](#)/demo-its/mockups, etc.
 - To explain user-driven use cases
 - For visualization and for ease of understanding
- In development projects, to get a picture of the target group
- For (new) employees to better understand our target group
- In consulting to illustrate which people will benefit from CONTACT Elements (CE)

Good to know

- This document is constantly growing. Feedback is always welcome.
- More information about the personas: <https://howto.contact.de/index.php/Persona>
- Photos of the personas: <https://cedm.contact.de/info/document/D153899@>

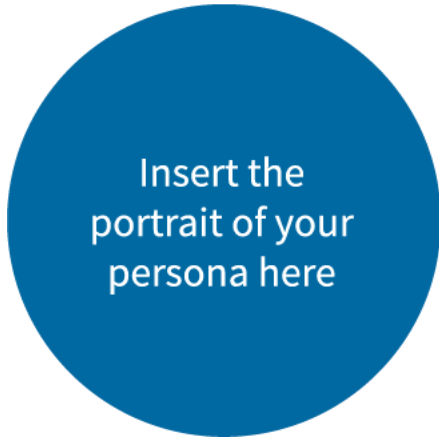
Contact



Michelle Bannert



Vivien Kühne



Name Surname (Age)



Required Input

- Which data does the persona need from the CONTACT Elements system?



Deliverables

- Which data does the persona provide and enter into the CONTACT Elements system?

Job Title



Write a significant quote which, for example, reflects the wishes and feelings of your persona. This quote may be up to three lines long.

Tasks

In this field, describe the scope of duties of your persona.
Answer questions like:

Which tasks does the persona have in its daily routine?
Which responsibilities are assigned to the persona?
What kind of methods does the persona use to accomplish tasks?
In which way does the persona interact with the corresponding team?
With which other departments does the persona work together?



Use of CONTACT Elements

Provide a brief outline of the personas use of CONTACT Elements (CE) for the accomplishment of the given tasks in keywords:

- In which way is CONTACT Elements (CE) used?
- Which applications are used concretely and for which purpose? (e.g., Variant Editor, Workspaces, Document Management, 3D Cockpit, Activity Stream ...)

Product Management





Stefanie Patil (46)

Required Input

- Product portfolio
- Documents (market and product knowledge, marketing etc.)

Deliverables

- Product portfolio
- Specifications
- Product variants
- Market and benchmark analyses as documents
- Documents (marketing etc.)

Strategic Product Manager

“ You have to know the customer needs first, in order to develop products that are successful on the market.

Tasks

Stefanie is a strategic product manager and responsible for specific products or product lines. She manages the product across departments throughout the entire product lifecycle. She takes on strategic tasks from planning and marketing to the release of a product onto the market. Stefanie needs to know and understand the market well in order to develop product strategies to make products (more) successful. To this end, she performs market analyses, gathers information on competitor products and identifies customer needs. Together with the marketing department, she develops marketing strategies. For variant products, she is responsible for defining which variants should be produced and which are not profitable. She is in close contact with the technical product management, which takes over operational product management tasks.

Use of CONTACT Elements

- Links market and benchmark analysis as documents to the project or the product
- Uses product portfolio management, which is the basis for continuous portfolio planning and evaluation
- Defines high-level requirements as a specification
- Defines the valid variant space in the variant editor
- Helps with calculations to estimate costs and revenues of the product to take appropriate actions, and better plan future product developments
- In the project application, she works with the development department, among others
- Uses the Activity Stream to communicate with colleagues and other departments



Thilo Preuss (29)

Required Input

- Strategic product approach (specifications, variants, ...)

Deliverables

- Product specific documents
- Technical requirements
- Test/Simulation

Technical Product Manager

“ If anyone has any questions about my products, I am the first person to ask.

Tasks

Thilo is a technical product manager and thus responsible for specific products or product lines. He is in close contact with the strategic product management, but in contrast to the strategic product management he rather carries out operational tasks.

Thilo defines and prioritizes the technical requirements of a product. He ensures that these are understood and implemented accordingly by the development department. He regularly tests if products meet the technical requirements and fulfill the requirements of the market.

He plans projects involving his products and sets milestones. In addition, he supports the technical sales department, e.g., he creates sales presentations and holds them at the customer's site or provides support for projects with special requirements. If product-specific documents such as technical articles, manuals or complex data sheets have to be created, he is the right contact person.

Use of CONTACT Elements

- Is involved in the creation of product-specific documents (e.g., technical articles, manuals) and stores these as documents for the product
- Defines and prioritizes technical requirements from requirements of the strategic product management in the specification editor
- Sets milestones in projects involving his product
- Works with his team in the project application
- Uses the Activity Stream to communicate with colleagues and other departments



Rebekka Esser (50)

Required Input

- Specifications of similar products
- Customer specifications
- Norms

Deliverables

- Specifications
- Acceptance criteria
- Traceability

Requirements Engineer

“ I need to ensure that all requirements are described clearly, measurably and completely.

Tasks

Rebekka defines requirements for new products. She creates them based on requirements analyses with stakeholders or on new rules and regulations. In addition, she takes requirements of previous product generations into consideration. She creates and prioritizes functional requirements together with the development department. When products are created for a client, she doesn't write the requirements herself. She shares the requirements from the client to responsible departments for evaluation and sends them back collected and evaluated. In this way, the specification runs through several iterations in the process. In addition to coordination, she also makes contractual arrangements (proposal preparation) with the client. Changing requirements can affect many components. Therefore, she needs to overview everything and ensure traceability. She guides the entire development process all the way to verification and validation.

Use of CONTACT Elements

- Uses the specification editor to document requirements, user stories etc. for products
- Uses the document export of specifications to share them e.g., with suppliers, development partners or clients
- Uses specification comparison to quickly find changes between specifications versions
- Uses and maintains the Link Graph to track which components are impacted by requirement changes
- Uses document management, e.g., to view norms
- Works together with the development team in projects
- Uses the Activity Stream to communicate with colleagues and other departments



Shiyan Eng (38)

Systems Engineer

“ I must keep an eye on the whole system and make sure that it works in the end. That requires a lot of interdisciplinary knowledge.

Tasks

Shiyan is responsible for the system's design, realization and further development of complex, technical systems. She is the cross-disciplinary contact person for system development, which she coordinates. Her tasks also include the formulation of function-, requirement- and interface- descriptions, the definition of submodules and the selection of components. She still works document based. However, her department would like to describe systems model-based with SysML in the future. She also performs simulations on system-level to ensure that all system components are working together as desired.

Required Input

- ECAD and MCAD models
- Software as a Part

Deliverables

- Specifications
- Semantic links
- System architectures
- Simulation models

Use of CONTACT Elements

- Describes requirements in the specification editor
- Uses and maintains the link graph to get an overview of system interrelationships
- Uses models from subject disciplines
- Uses the Activity Stream to exchange information with project members
- Works interdisciplinary in project management application with mechanical, electrical, and software engineers



Vladimir Czakowski (42)

Required Input

- Specification for product variance
- MaxBOM

Deliverables

- Variability models
- Variant configuration of the MaxBOM
- Distinct variant parts

Variant Configurator

“ Our goal at EGM Solutions is to achieve the highest possible external variance. At the same time, the internal product variance should be kept as low as possible so that it remains controllable. For this task, I am mainly responsible.

Tasks

Vladimir is responsible for optimizing configurable product structures. He identifies complexity drivers and creates product architectures for the entire product portfolio. It's important that products are designed in a modularized and standardized way. Furthermore, he supports the further development of modular component systems. In addition, he's responsible for the creation of rules and regulations for variant products. Vladimir coordinates knowledge management on variant management and modularization. Therefore, he must ensure that these are sufficiently documented. He is the link between development, product management, process planning, production and sales. As team lead, he's familiar with the overall process and integrations to e.g., CPQ tools or the ERP system.

Use of CONTACT Elements

- Uses classification to create variability models (sets of rules) with characteristics and constraints
- Uses the MaxBOM Editor to configure the 150% BOMs based on selection rules
- Uses the variant editor to keep an overview of the variant space and to define variant parts
- Uses Engineering Changes to control changes to variability models, maximum BOMs and variants
- Views product specifications of variants
- Works with his team in the project management application
- Uses the Activity Stream to communicate with colleagues and other departments

Project Management





Paul Murmann (42)

Required Input

- Person data
- Open issues

Deliverables

- Projects & Project Dashboards
- Project structure plan
- Tasks
- Valuation of open issues
- Schedules
- Reports
- Documents

Project Manager

“ I’m the connecting point between the management and project members. The system is supposed to support me in planning, executing and monitoring projects efficiently and furthermore in communicating with stakeholders.

Tasks

Paul is the project manager and is therefore responsible for the planning, implementation and monitoring as well as the completion of projects. During the supervision of the projects, he adheres to process specifications of the company, that puts great emphasis on transparent and sustainable handling of the project. He works together with various people and groups of people in the projects: from product management and design to manufacturing, procurement and accounting, he continues to be in constant exchange with external stakeholders. He has to send regular reports to the management team in order to document the progress of the projects. Paul must also maintain an overview of deadlines, costs, tasks, associated documents and project progress at all times.

Use of CONTACT Elements

- Works multidisciplinary in the project management application and via task boards with his team
- Uses project tasks for task description and is responsible for the project structure plan
- Evaluates open issues created by project members to record problems and questions
- Keeps his projects up to date, especially the Project Dashboard
- Uses schedules to plan his projects
- Takes advantage of the card view in project result lists for a quick overview of his projects
- Makes use of document management, e.g., to file and distribute relevant documents
- Uses the Activity Stream to communicate with colleagues and other departments

Product Engineering





Tom Lopez (38)

Team Leader Engineering

“ I always need to be informed about the current work status of my colleagues. A digital overview of the different projects and designs helps me to work efficiently.

Tasks

Tom's main task is to lead as well as coordinate, consolidate and quality check assemblies and drawings in his engineering team. Occasionally, he creates some designs, but mainly he takes care of the description and assignment of tasks and is responsible for reviewing the results and the release of the reviewed data. Tracking standardization and cost specifications with a focus on efficient work management also belong to his area of responsibility. As the main responsible, he is the connecting point between other departments, such as management, documentation or purchasing department.

Required Input

- Specifications
- Drawings (MCAD)
- 3D models (MCAD)

Deliverables

- 3D models (MCAD)
- Drawings (MCAD)
- Tasks
- Checklists

Use of CONTACT Elements

- He uses the Workspaces Desktop to load his CAD documents into and out of the PLM system or to view and review the CAD documents of his team
- Maintains parts and CAD documents in the PLM system and releases designs in the PLM system
- Works with and evaluates engineering changes/workflows when components must be changed
- Manages the 3D models and drawings via CAD integration in the PLM system
- Views product specifications to plan designs and allocate tasks as required
- Works mainly with engineers in the project management application
- Uses the Activity Stream to communicate with colleagues and other departments



Marcel Ebert (50)

Mechanical Engineer

“ I don't like to deal with administrative activities in the PLM system. My home is the CAD system.

Tasks

Marcel develops and designs product components that have a technical focus on mechanics. To do so, he uses MCAD software to create 3D models and drawings. He manages these alongside mechanical bills of materials in the PLM system. Marcel does not only make changes to existing parts but is also responsible for the new development of assemblies and components. He regularly presents his designs in design reviews.

Required Input

- Specifications
- Design Norms
- Part master data
- Common and standard parts for reuse

Deliverables

- Drawings MCAD
- 3D Models MCAD
- Mechanical BOMs

Use of CONTACT Elements

- Creates CAD models and drawings in the CAD system and uses CAD integration to load them into the PLM system. For advanced use cases, such as team collaboration, he uses Workspaces Desktop
- Works with and evaluates engineering changes/workflows when components must be changed
- Maintains mechanical parts and CAD documents in the PLM system
- Uses the part search to find common and standard parts that he can reuse
- Generates and maintains mechanical bills of materials
- Uses classification for its artefacts and to find them
- Views product specifications to develop its components as required
- Works multidisciplinary in the project application with electrical engineers and software engineers
- Uses the Activity Stream to communicate with colleagues and other departments



Eric Evans (28)

Electrical Engineer

“ I design products based on specifications and gather the relevant components for my schematics and layouts using the part master data maintained in PLM. The sustainable management of data is essential for my work.

Tasks

Eric designs products that have a technical focus in electrics and electronics. He uses ECAD software to create schematics and wiring and EDA software to design board layouts. He draws the requirements for the products from the product specifications. In PLM, he then chooses the relevant components. He works closely with engineering department because he needs to know the interfaces to the mechanics and software for his electrical and electronic components.

Required Input

- Specifications
- Part master data
- Drawings (MCAD)
- 3D models (MCAD)
- Mechanical BOMs

Deliverables

- Electronic BOMs
- CAD documents (ECAD): layouts, schematics etc.

Use of CONTACT Elements

- Uses the ECAD/EDA interfaces to save schematics, etc. in the PLM system and to load them from the PLM system into ECAD
- Maintains and classifies electrical/electronic parts and CAD documents in the PLM system
- Generates and maintains electrical/electronic BOMs
- Works with engineering changes/workflows when changes need to be made to schematics, layouts, etc. or to parts masters
- Research of parts and norms
- Considers product specifications in order to develop his products according to requirements
- Works multidisciplinary in project management application with mechanical and software engineers
- Uses the Activity Stream to communicate with colleagues and other departments



Sofia Erdos (45)



Required Input

- Specifications
- BOMs and plans
- Part master data
- Norms



Deliverables

- Software as a part
- Software as a document
- Documentation

Software Engineer



Products are increasingly mechatronic or cybertronic. That's why my role is going to be more important in the future.

Tasks

Sofia develops software modules and therefore she uses IDEs (e.g., code editor, compiler, debugger...), version control systems (e.g., Git) and issue tracking (e.g., Jira) "of her domain". There, she also manages her code, tests, etc. While developing cybertronic products, she works together with mechanical and electrical engineers. The released software versions are maintained as software as a part in bills of materials in the PLM system. The development and change cycles in software development are significantly shorter than in mechanical/electrical design and pose a particular challenge to the coordination/process control of product development.



Use of CONTACT Elements

- Uses ALM to push selected software releases into the PLM system
- Manages released software versions as software as a part in bills of materials
- Works with engineering changes/workflows when changes need to be made to her software modules
- Views product specifications to develop her software modules as required
- Works multidisciplinary in the project management application with mechanical and electrical engineers
- Uses the Activity Stream to communicate with colleagues and other departments



Tina Draber (22)



Required Input

- Specifications
- 3D models (MCAD)



Deliverables

- Drawings (MCAD)
- 3D models (MCAD)

Technical Drawer



I like to exchange ideas and work together with my design colleagues. You can achieve anything together.

Tasks

Tina mainly focuses on the preparation of drawings that are conform to norms. This includes the creation and modification of any drawings and their additional information. Moreover, she supports her colleagues from design and development department by completing drawings and models, making dimensions and taking care of the data management – for example the editing of master data and the administration of documents.



Use of CONTACT Elements

- Uses the Workspaces Desktop to load her drawings and CAD documents into and out of the PLM system
- Maintains drawings, parts and CAD documents in the PLM system
- Manages the result data via CAD integration in the PLM system
- Works multidisciplinary in the project management application with colleagues from design and development as well as product management
- Uses the Activity Stream to communicate with colleagues and other departments



Sarah Pape (35)

Serial Part Engineer

“ My components must be of high quality because they will be produced in series. That’s why we test them many times during the development process to make improvements.

✓ Tasks

Sarah designs and conceptualizes series parts as 3D models. Since series parts are produced in larger quantities and are relevant in different projects, Sarah must pay attention to adequate data and document management. In addition, she must trace at any time in which products which version of her component is used. Another of Sarah's tasks is the continuous quality improvement of the series parts as well as the cost reduction of the products.

↓ Required Input

- Specifications
- Drawings (MCAD)
- 3D models (MCAD)

📦 Deliverables

- Drawings (MCAD)
- 3D models (MCAD)
- Mechanical BOMs

⚙️ Use of CONTACT Elements

- Uses the Workspaces Desktop to load her CAD documents into and out of the PLM system
- Maintains parts and CAD documents in the PLM system
- Manages the result data via CAD integration in the PLM system
- Views product specifications to design components and products as required
- Works multidisciplinary in the project management application with colleagues from construction and development as well as product management
- Uses the Activity Stream to communicate with colleagues and other departments



Viktor Engel (28)

Variant Engineer

“ It’s important for me that I’m able to access existing variants quickly and receive transparent information about changes.

Tasks

Viktor is responsible for the CAD design of variants of a product and of reusable standard components. His goal is to build products in a modular and standardized way so that 3D models and drawings of the variants can be generated efficiently. He designs his models as 150% models. Adequate data management is very important for Viktor's daily work, as he builds his 3D models on templates and existing models and incorporates additional information - such as adaptation information of the variant.

Required Input

- Specifications
- Drawings (MCAD)
- 3D models (MCAD)
- Variants
- Maximal BOMs

Deliverables

- Drawings (MCAD)
- 3D models (MCAD)
- Mechanical BOMs

Use of CONTACT Elements

- Uses the Workspaces Desktop to load its CAD documents into and out of the PLM system
- Uses the variant management in the PLM system to find out about required variants
- Maintains parts and CAD documents in the PLM system
- Manages 3D models and drawings via CAD integration in the PLM system
- Views product specifications to plan variants as required
- Works multidisciplinary in the project management application with colleagues from design, development as well as product management
- Uses the Activity Stream to communicate with colleagues and other departments



Elias Cremer (38)



Required input

- Semantic links
- Documents to be changed
- Parts to be changed
- Objects to be changed
- Person data



Deliverables

- Engineering change
- Workflows

Engineering Change Manager



I organize and manage changes to our products. It's important to collect all parts, documents, etc. that are affected by changes. And this may be quite a few - the system should support me in the best possible way.

Tasks

Elias gets notified about change requests by tickets or problem reports. Change reasons can be, e.g., problems and requirements from maintenance or production, new laws and norms or cost aspects. He reviews the request and discusses it in regular change meetings with the affected departments (including development, costing, purchasing). If the request is valid, Elias creates an engineering change request. Therefore, he describes the actual change request, assigns affected parts and documents and adds the responsible departments to it. To find parts and documents in the system, he uses, among other things, the link graph. Depending on the maturity of the product in the development process and the complexity of the change, he assigns workflows of varying complexity. He supervises and coordinates engineering changes up to the engineering change notification phase in which all stakeholders are informed about the changes.



Use of CONTACT Elements

- Creates engineering change requests
- Supervises all phases of an engineering change (ECR, ECO, ECN)
- Uses the link graph to find all changes of affected objects
- Creates workflow templates for engineering changes
- In the project management application, he works together with project teams that are responsible for changes.
- Uses the Activity Stream to communicate with colleagues and other departments



Milo Matysen (45)



Required Input

- Requirements for materials
- Material test data
- Information about suppliers



Deliverables

- Material data in tabular form
- Material data curves
- Material data as document

Material Manager



I have to ensure that the material data is always up to date. There are differences between various suppliers that I have to pay attention to.

Tasks

Milo manages the central materials database in a company using materials data management on the CE platform. In doing so, he ensures that the materials are consistent in their information content for various stakeholders (CAE engineers, design engineers, prototyping, production, commissioning staff and others). He is also responsible for expanding the material database when relevant stakeholders create change requests (CRs) or new requirements. In addition, he takes over change and release processes (Material Life Cycle Management), which are carried out on the material data.



Use of CONTACT Elements

- Uses material data management to provide a central pool of materials data in the company
- Uses Activity Stream and task boards to distribute information on materials and delegate tasks
- Uses change requests and requirements to incorporate changes and requirements for existing or new materials



Caspar Ericson (28)

Required Input

- Product
- BOMs
- Calculation schemes
- Project cost sheets
- Work plans
- Variants

Deliverables

- Sales plan
- Calculations
- Report for profitability analysis

Costing Expert

“ I calculate the costs for quite a few product and production variants to determine whether a product is profitable and how it can be produced in the cheapest way.

Tasks

Caspar performs calculations on products based on calculation schemes. Therefore, material and production costs, for example, are relevant. He calculates different production variants, in other words, the costs for different production processes of a material. In addition, he calculates product variants to determine which variants are profitable and which should not be offered (anymore). Besides, he determines the amortization and the return of investment of products. Furthermore, he prepares order, offer and target calculations and identifies potential savings. He is involved in make-or-buy decisions, which determine whether parts should be produced in-house or purchased. As a costing expert, Caspar is the connection between the product engineering, production, procurement and sales department.

Use of CONTACT Elements

- Creates costing components for parts and production operations
- Uses calculation schemes, e.g., specifically for product groups and customers, in which calculation parameters including standard values, e.g., overhead rate of 15% and calculation formulas are stored
- Creates volume curves for products (variants) to visualize planned sales volumes
- Generates the sales plan from the volume curves and calculations to know what sales of the defined product variants will be achieved in the years from production start to end
- Generates reports for profitability analysis
- Works in an interdisciplinary way in the project application
- Uses the Activity Stream to communicate with colleagues and other departments

Simulation





Clarissa Eaton (43)

Required Input

- Requirements
- 3D CAD models, BOM
- Material data
- Technology data
- Test data

Deliverables

- Reports
- Key values & curve data
- Suggestions for 3D models
- Simulation results (FEM)

CAE Engineer

“ I verify the functional and non-functional product requirements with simulations. The system is designed to help me quickly track current project status and changes and share my findings quickly and efficiently.

Tasks

Clarissa reviews requirements and acceptance criteria that were defined within a project and double-checks them with her simulation tools against the current project status of parts, assemblies or the whole product (e.g. stiffness, vibration behaviour). In this process, among other things, CAD data, material data, test data and other project-related data like technology data from the manufacturing department are relevant in order to create a valid evaluation model. If requirements/acceptance criteria are not achieved, she, as a CAE Engineer, is in duty to provide improvement suggestions for the part in the form of reporting or creating CAD data and to come up with solutions for the project.

Use of CONTACT Elements

- Uses the SDM interface to load CAD models and the BOMs from the PLM system
- Uses SDM to maintain data, set life cycles and share data among colleagues
- Uses automations from the SDM module in order to display standardised technical processes and uses them within the projects
- Uses material data management to search for material data
- Views product specifications in order to view requirements/acceptance criteria she has to secure
- Uses the Activity Stream to communicate with colleagues and be aware of changes in components
- Uses Task Boards to manage and distribute tasks or to resolve To Dos
- Her processes are cross-departmental and integrated into workflows

Quality Management



Quentin Malberg (40)

Required Input

- Specifications
- 3D models and drawings (product)
- Tickets (Complaints)
- Production History

Deliverables

- Inspection Plans (Document)
- Inspection Instructions (Document)
- Problem Reports and Analysis Reports
- Service Cases

Product Quality Manager

“ A system that provides us with seamless quality control and complete data traceability is the key. Only then we can quickly identify root causes and continuously improve our products..

Tasks

Quentin is responsible for ensuring product quality and compliance with standards. He creates and maintains inspection plans, defining measurements for all process steps – including incoming and outgoing goods inspections – as well as quality targets and tolerances. Illustrated inspection instructions for manual checks and the programming of measuring equipment for automated inspections ensure correct data acquisition. In case of quality deviations or customer complaints, he analyzes measurement data and initiates corrective and continuous improvement measures (CIP), such as creating problem reports or initiating service orders for equipment. The production history (traceability) supports him in quickly identifying root causes and recognizing potentially affected products. This is crucial to minimize production downtimes or scrap. He works closely with development (providing input on design for manufacturability) and production (coordinating inspection processes and improvements).

Use of CONTACT Elements

- Creates inspection plans incorporating specifications, 3D models, and images, and stores them as documents in the PLM system
- Utilizes comprehensive traceability within the MES to quickly analyze the production history of products in case of quality deviations.
- Initiates corrective actions, problem reports, or service orders based on the analyses
- Collaborates interdisciplinarily with development in project applications
- Uses the Activity Stream for communication and for providing feedback on design for manufacturability



Conrad Molski (57)

Required Input

- BOMs
- Part classification
- Proof from third parties in the form of documents
- Standards and guidelines
- Specifications

Deliverables

- Product evaluation
- Proofs / Reports
- Proof from third parties in the form of documents

Compliance Manager

“ To ensure that our products meet all regulatory requirements, I have to combine a wide variety of information from different sources – Quite a tricky task!

Tasks

As a compliance manager, Conrad ensures that the company complies with legal and regulatory requirements in the sector. For this, he must not only know the manufacturing BOMs for all products, but also have information on suppliers and on all current standards and guidelines. Using the parts classification, supplier information and other information from the ERP system, he brings together all the necessary information on a product in order to evaluate it. In addition, he must always keep an eye on changing legal regulations and consider the consequences for the products. Furthermore, he prepares all the necessary proof required for the approval of products in the various target markets.

Use of CONTACT Elements

- Views specifications and BOMs of all products
- Maintains and edits classification features that map information on legal requirements
- Requests up-to-date proof and information on products from suppliers, which may be stored in the PLM system
- Evaluates BOMs according to different legal requirements and target markets, for example with the help of the Material Compliance Solution
- Issues documents that serve as proof of regulatory requirements

Production Planning





Christina Dang (36)

CAD/CAM Developer

“ What I like most about my job is that I get to work with so many different departments.

✓ Tasks

Christina is primarily responsible for programming NC programs for e.g., drilling/milling/lathe machines or laser/3D printers. Therefore, she uses CAM software. Here, product/tool and machine data are brought together to create the NC programs. She also performs simulations here to check for manufacturing collisions. She consults the tooling department and is involved in product development at an early stage to provide feedback on the buildability of the products. She is involved in the initial production of the product and subsequently makes changes to her NC program if necessary.

↓ Required Input

- 3D models of tools and machines
- 3D models of the product
- Drawings of the product

📦 Deliverables

- NC programs

⚙️ Use of CONTACT Elements

- Uses Workspaces Desktop for CAD/CAM integration
- Downloads the 3D models of tools, products and machines from the PLM system
- Uploads the CAM setup into the PLM system
- Manages the result data via CAD integration in the PLM system
- Releases the data in the PLM system and links it to the work plan
- Uses the Activity Stream to communicate with colleagues and other departments



Wilhelm Paulsen (57)

Work Planner

“ Work plans can become very extensive. The software should support me in keeping an overview.

✓ Tasks

Wilhelm supports production process planning. As part of the production planning, he creates work plans before they are transferred to the ERP/MES. The work plan serves as a template for the order and describes WHAT (mBOM), HOW (work plan with its operations) and proportionately WITH WHAT (resources), but not WHEN (detailed planning for order execution) is produced. He also prepares manufacturing bills of materials and manufacturing drawings.

↓ Required Input

- Tool data
- Engineering BOMs
- NC programs

📦 Deliverables

- Work plans
- Descriptions of operations
- Manufacturing BOMs
- Manufacturing drawings

⚙️ Use of CONTACT Elements

- Uses the xBOM Manager to build manufacturing BOMs
- Uses the work plan application to build a work plan
- Creates mBOM parts in the PLM system
- Describes the individual work steps in the work plan
- Makes an assignment of resources, NC programs, production documents, BOMs and workplaces to operations in the work plan
- Releases data into the ERP system
- Uses the Activity Stream to communicate with colleagues and other departments



Emil Egert (56)



Required Input

- Specifications
- Drawings (MCAD) of the product
- 3D models (MCAD) of the product



Deliverables

- Drawings (MCAD) of the tool
- 3D models (MCAD) of the tool

Equipment Engineer



I'm a designer. For me, data management is a necessary but also time-consuming task. It has to work quickly and intuitively.

Tasks

Emil designs tools and equipment that are needed in production to manufacture products. These can be smaller products such as injection molds, but also larger machines on which products are manufactured. At the beginning of a construction, he must ensure that he knows all the requirements of the final product. Then, he iteratively discusses his designs with the development and manufacturing team. Document management and communication around the designed 3D model is therefore very important in the creation process. After a project is completed, he rarely reuses his designs.



Use of CONTACT Elements

- Uses Workspaces Desktop to load its CAD documents into and out of the PLM system
- Maintains parts and CAD documents in the PLM system and releases designs in the PLM system
- Manages 3D models and drawings via CAD integration in PLM system
- Works multidisciplinary in the project management application with colleagues from the engineering and development team, production planning, and product management
- Uses the Activity Stream to communicate with colleagues and other departments

Production





Patrick Moos (51)

Required Input

- Reports

Deliverables

- Definition of relevant KPIs for assets
- Definition of relevant KPIs for processes

Plant Manager

“ I have to ensure trouble-free operational processes in my plant. Among other things, I am responsible for occupational safety, supplier performance, process optimization and quality. Occasionally, this makes me a bit nervous. If something goes wrong, it'll cost a lot of money.

Tasks

Patrick is a plant manager and maintains a leadership position in production as well as in maintenance. That's why he takes responsibility for employees and is in direct contact with top management. He is accountable for occupational health and safety in his plant and ensures that operations run properly. In addition to personnel management activities, he is also in charge of optimizing production. This includes the purchase of new technologies and production lines, the initiation and follow-up of plant and process optimizations as well as the compliance with quality standards and on-time delivery of products. In order to be able to initiate plant and process optimizations, transparent production processes are essential for him. Therefore, he is informed about production-relevant KPIs by regular reports. Every week, Patrick exchanges ideas with the other plant managers - the goal is to standardize production across all plants.

Use of CONTACT Elements

- Defines KPIs that are entered into the system by the digital asset manager
- Receives reports on KPIs from production department



Diana Asmussen (30)



Required Input

- Operating data (time series and KPIs)



Deliverables

- Asset types
- Configuration of KPIs
- Configuration of asset dashboards
- Configuration of triggers and events

Digital Asset Manager



It's very important to identify productivity-critical machine components and monitor them to ensure trouble-free operation of the production machines.

Tasks

Diana is responsible for asset management with the goal of optimizing the productivity of production machines across plants. She digitally maps operating data of production machines using asset types and assets in CE4IoT and makes it available to strategic or operational maintenance or workers, for example. Diana identifies productivity-critical machine components and records them as components in CE4IoT. In doing so, she is always in exchange with the responsible persons from the production department. Examples for recorded operating data are operating temperatures, ambient temperatures, produced quantities or time since last maintenance.

The KPIs she provides give machine operators feedback on the current operating status of the machines. Diana identifies critical operating conditions and thus optimizes alarms so that machine operators, the operational maintenance team or the service team can respond directly. In addition to machines in production, products can also be mapped as digital assets, which can improve customer service, for example.



Use of CONTACT Elements

- Maintains settings on asset types and assets (e.g., dashboards, KPIs, time series, events, triggers)
- Optimizes alarms and defines minimum, maximum and optimum values for sensor data and KPIs
- Derives assets from asset types
- Maintains and creates component structures



Tanja Merten (37)

Required Input

- Usage log
- Assembly log
- Actual tool life and condition indicators based on production operations

Deliverables

- Cost per Piece
- Reports on tool lifecycle, performance, maintenance and cost savings

Tool Manager

“ The right tool at the right time in the right place – only then can production run precisely, efficiently, and without downtime.

Tasks

As a tool manager in a manufacturing company, Tanja Merten holds a key responsibility for ensuring smooth production operations. She is in charge of managing and maintaining the tools used in production. Her goal is to prevent machine downtimes caused by missing or defective tools.

At the same time, she continuously works on optimizing tool life and costs by minimizing tool wear, negotiating optimal framework agreements with suppliers, and managing tool refurbishment.

The more precisely Tanja can define tool usability, the more reliably she can determine minimum stock levels and trigger the appropriate orders to suppliers.

For delivered tools, she maintains storage locations to ensure that tools can be found quickly when needed. Her overarching goal is to ensure maximum tool availability at minimal cost. By strategically optimizing tool usage, she aims to reduce wear and scrap, thereby further increasing production efficiency.

Use of CONTACT Elements

- Manages the setup parts and tools (a subclass of setup parts)
- Coordinates the process for tool refurbishment and authorizes refurbished tools for use in the system (status change)
- Analyzes tool performance using the tool usage log and calculates key performance indicators (e.g., cost per piece)



Stefan Müller (43)

Required Input

- Operating data (time series and KPIs)

Deliverables

- Service templates for preventive maintenance
- Inspection characteristics for asset types and assets
- Maintains the inspection characteristics catalog

Strategic Maintenance Manager

“ In order to be able to analyze the operating data of the assets in a meaningful way and thus develop predictive maintenance concepts, a cross-plant standardization of the production facilities as well as their standardized digital mapping in the form of assets is essential.

Tasks

Stefan works in strategic maintenance and develops maintenance strategies for production machines and their subcomponents. He develops preventive and predictive maintenance concepts to reduce unplanned downtime, lower maintenance costs, reduce inventory costs for spare parts and increase plant availability. A basis for predictive maintenance concepts is provided by the analysis of operational data provided in CE4IoT to predict the behavior of fleets and the asset portfolio. Preventive maintenance can, for example, be time-dependent or unit-dependent. For this purpose, he creates service templates for asset types or assets in CE4IoT. In addition to creating maintenance concepts, he is involved in the acquisition of new technologies. Together with his team from production, he would like to achieve standardized production across all plants in the long term. Stefan also creates maintenance concepts for servicing products at customers.

Use of CONTACT Elements

- Looks at operational data of assets (KPIs, metrics, events) to create preventive and predictive maintenance plans for production equipment or products
- Creates service templates for preventive maintenance activities
- Defines inspection characteristics for asset types and assets to be performed during preventive maintenance
- Maintains the inspection characteristics catalog



Michelle Störmer (40)

Required Input

- Drawings
- Component lists
- Spare parts catalogue
- Service cases

Deliverables

- Documentation of service status
- Service positions for accounting

Maintainer

“ We have to guarantee that the production does not stop due to systems that aren't working. Therefore, we must coordinate ourselves well and arrange tasks efficiently.

Tasks

In order to guarantee a smooth production flow, Michelle is responsible for troubleshooting and the preventative maintenance of production systems and machines in collaboration with her maintenance team. For knowledge purposes, she documents her conducted maintenances, restorations and repairs: Either via PCs in production or with the help of mobile devices. Moreover, Michelle has to take care of purchasing of spare parts. Partially, she constructs them herself. She works in shifts.

Use of CONTACT Elements

- Creates and processes service cases
- Works with checklists that are attached to the service case
- Uses document management to e.g., view service instructions or document services
- Views drawings for the manufacturing of spare parts
- Shares a team board with her team in order to manage the service cases within her team
- Manages her service cases in her personal task board or in My Tasks
- Works with asset component structures to be able to maintain and replace components within assets
- Uses the spare part catalogue to see which spare parts can be used



Furat Eder (35)

Foreman

“ I must be able to monitor my area of responsibility well in order to react quickly to problems in production.

Tasks

Furat ensures that the production process is carried out according to the requirements of safety, quality, cost and delivery. He is responsible for monitoring, analyzing and optimizing the processes. Furat handles personnel scheduling for his area of responsibility and provides employee training. The control and creation of working instructions is also one of his tasks. Every morning, he exchanges information with the other foremen in the factory in an SQDC meeting. He works in shifts.



Required Input

- Production plan
- Shift confirmations



Deliverables

- Personnel scheduling
- Documents: Work instructions



Use of CONTACT Elements

- Evaluates the past shifts at workplaces
- Creates documents e.g., working instructions
- Uses the shopfloor monitor to keep an overview of the current asset status in his responsibility area
- Makes the personnel scheduling of his team
- Views the production plan to get an overview of upcoming orders
- Uses the Activity Stream to communicate with employees in his area of responsibility
- Monitors and analyzes production using workplace and production area dashboards



Marvin Heber (28)

Required Input

- Production plan
- Production documents
- Service cases
- Drawings

Deliverables

- Shift confirmations
- Service cases

Machine Operator

“ I want to concentrate fully on processing the orders at the machine. I’m annoyed that I have to do so much on the computer. At least, that should be quick and easy.

Tasks

Marvin operates and monitors the production machines on which materials are manufactured. This also includes the documentation of production processes (e.g., feedback of scrap and downtime reasons).

Between operations in which different materials are produced he sets up the machines.

If he notices that machines are broken, he reports this to the maintenance department. He carries out minor repair work on the machine himself. He works in shifts.

Use of CONTACT Elements

- Works in MyShopfloor to monitor the shift at the workplace and report back quantities, scrap reasons, downtime reasons, etc.
- Creates service cases and performs minor maintenance himself as well
- Views documents that contain, for example, production instructions or assembly drawings
- Exchanges ideas with colleagues and foremen in the Activity Stream
- Uses "My Startpage" as the entry point
- Views the production plan to get an overview of upcoming orders



Philipp Lauer (39)

Required Input

- Production schedules and orders
- Stock quantities
- Reservation overviews
- Quality approvals for batches

Deliverables

- Confirmed material deliveries
- Picking lists
- Material reservations
- Updated stock quantities

Production Logistics Manager

” Every part at the right time in the right place – that's the backbone of our production and the key to efficiency on the shopfloor.

Tasks

As a production logistics specialist, Philipp Lauer is responsible for ensuring that the production lines are always supplied with the necessary materials and for guaranteeing seamless traceability. He creates prioritized picking lists for internal supply, verifies material deliveries directly at the production line, and records batch information at each handoff to ensure traceability of origin. He reserves materials for specific orders and plans supply routes to efficiently transport material stocks between storage locations and the production lines. His goal is to prevent material shortages, shorten lead times, and ensure production efficiency by maintaining a constant overview of line inventories and working closely with production planning, quality assurance, and internal logistics.

Use of CONTACT Elements

- Views the production schedule in the Shopfloor Cockpit to get an overview of upcoming orders and determine material requirements
- Creates picking lists
- Uses status changes to confirm the delivery of materials to a production line
- Uses the Activity Stream for communication

Procurement





Saya Bay (40)



Required Input

- Parts master data
- Classification
- Bill of material
- Usage structure
- Documents
- 3D models
- Specifications



Deliverables

- Organization data (e.g., suppliers)
- Approved manufacturer parts list

Strategic Buyer



I always analyze the best price-performance ratio for the purchase of goods. I weigh costs and risks, propose alternatives and negotiate with suppliers.

Tasks

The central task of Saya is to ensure the long-term and sustainable supply and value chain. On the one hand, this includes planning the purchase of goods and raw materials. Therefore, Saya looks at part information of the product and in the bill of materials. On the other hand, she is responsible for analyzing suppliers according to the best price-performance ratio, the corresponding negotiations as well as supplier management (contact maintenance, contract management, etc.).

She regularly checks the supplier status. If, for example, the supplier is not able to deliver, she checks which products are affected by the bottlenecks of supply and looks for alternatives. Operational activities, such as purchase orders, are the responsibility of operational purchasing, which operates in ERP.

She works closely with the engineering department, asks for technical properties or suggests alternative shoring. She also communicates with the compliance department about regulatory requirements for suppliers and manufacturers.



Use of CONTACT Elements

- Views part master data, classification, BOMs, and usage structures to understand products and their parts and to select the correct materials, suppliers, and quantities
- Uses the 3D Cockpit to evaluate parts in their context
- Views documents and product specifications to equip products as required
- Maintains organizational and supplier information
- Maintains the approved manufacturer parts list (AML)

Sales & Marketing Department





Susanne Roth (58)

Required Input

- Calculation templates / sample calculations
- Price and technical information for all products

Deliverables

- Customer offers as a document

(Technical) Sales Representative

“ When we receive an inquiry, I am responsible for checking it and preparing an offer.

Tasks

Susanne is a technical sales representative. If a potential customer shows interest after initial contact, she takes the lead. With the help of a CPQ system, she configures the right product variant for the customer and creates an offer. If the customer has special requirements that cannot be met by the product portfolio, she seeks contact with product managers. Together with the development and costing department, they evaluate whether the requirements can be implemented technically and economically. If this is the case, Susanne prepares an offer based on the calculations. In order to set delivery dates, she has to coordinate with development, procurement and production. She has a technical background and can therefore provide competent advice on technical issues. Susanne supports the customer until delivery and provides information about the development/production and delivery status.

Use of CONTACT Elements

- Inspects (sample) calculations for the preparation of quotations
- Composes concrete variants from the product portfolio for the customer in the CPQ system - the knowledge about variants is available in the PLM system and is connected via an interface to the CPQ system
- Is involved in projects in order to be able to view the current project progress via the schedule
- Uses the Activity Stream to communicate with colleagues and other departments



Mary-Ann Morten (27)

Required Input

- 2D/3D representations
- Specifications
- Documents

Deliverables

- Documents

Marketing Manager

“ To best market our products, I work closely with the product management and engineering department, taking their input and using 2D and 3D representations of the products.

Tasks

As Marketing Manager, Mary-Ann positions the company's products or services in the marketplace so that they are found and purchased by potential customers. As a stakeholder, she is informed early about new product developments so that marketing strategies can be developed early on to best promote the product. For good marketing material, she accesses DMU and 2D/3D product data or has it sent to her by product management. She derives images from the design drawings or 3D models and uploads them, for example, to stores, product catalogs, product configurations or content management systems. She passes on her benchmark analysis to product management and the development department and discusses market positioning with them.

Use of CONTACT Elements

- Views documents and product specifications to understand products, in purpose to write product copy or create benchmarks
- Views 3D models in the 3D Cockpit and uses visualization to create relevant marketing materials
- Accesses DMU and 2D/3D product data to generate marketing materials

Customer Service Department





Fynn-Luca Sanger (34)

Required Input

- Person and organizational data
- Existing tickets
- New tickets (created by customer)
- Product data

Deliverables

- Tickets
- Service cases

First Level Support

” I am the first one to contact for customers. In my position, it's important to process the requests quickly and transparently and to always have an overview of their current status.

Tasks

Fynn-Luca is the first contact person for customers - whether by phone, email, in person or via the ticket system. He receives requests from customers, records them (if they don't already exist) and manages them in the system. Depending on the request, he processes them himself, assigns them to the relevant departments or persons, or manages other processes such as service cases.

In the best case, the whole communication and processing of the request is done by him. He knows all products and has a comprehensive overview of their current and past versions. He knows who the company's internal contacts for the respective products and topics are and maintains a close exchange with them, especially with the product management, maintenance and sales department.

Use of CONTACT Elements

- Uses the ticket system to record and distribute requests, problems and suggestions for improvement
- Uses the ticket system to communicate with the customer and contact person within his own company
- Searches persons in the company to find contact details for relevant contacts
- Looks for product data to answer questions



Sabrina Teuter (31)

Required Input

- Service cases assigned to her
- Asset information
- Documents in the context of the asset and/or service case

Deliverables

- Service cases
- Check point evaluations

Service Technician

” I handle all activities at the customer's site. For me, it's important to prepare my work efficiently, to execute it quickly and safely, and to document all completed tasks afterwards.

Tasks

Sabrina is the person who deals with all service activities that need to take place at the customer's site. This includes, for example: Reparations, calibrations and maintenance of the machines, or carrying out complete installations and commissioning.

Before starting her work, she informs herself about the upcoming activities of the day. In the service cases assigned to her, she can see what materials and tools she needs. At the customer's site, she works on service cases and documents the work she has carried out. At the end, she reports the service case as completed. She does most of her work with the IT system on her smartphone or tablet while she is on the run.

Use of CONTACT Elements

- Uses the Task Manager to learn about her upcoming tasks and service jobs and to prepare the appropriate materials and tools
- Checks the service history of the relevant assets to prepare for upcoming service activities
- Looks up the asset's documents for safety instructions, procedure manuals, and asset specifications
- Uses the service cases and their checkpoints to execute tasks
- Documents their work using written comments, images, and videos



Tom Suttner (48)



Required Input

- To him assigned service cases
- Tickets assigned to him
- Asset information
- Information about the customers



Deliverables

- Service cases
- Tickets

Technical Support



I consult our customers and solve their technical problems from my office workplace. The digital customer file including service history and information on the products used is the basis of my work.



Tasks

Tom's tasks include providing technical assistance to customers and performing remote diagnostics and maintenance. In short, he solves all technical customer problems for which you do not have to be on site. Often, these are spontaneous problems (e.g., malfunctions) that prevent using the product and that the First Level Support can't solve. In such cases, Tom communicates directly with the customer via phone or (video) chat and uses other remote diagnostic tools (e.g., TeamViewer) to identify the problem. Where possible, he guides the customer to fix the problem. If this is not possible, he triggers an on-site job by Sabrina Teuter (Service Technician).

In addition to spontaneous customer support, his tasks also include handling pre-scheduled consulting or remote maintenance appointments.



Use of CONTACT Elements

- Uses tickets to view and document information about the customer's problem
- Documents his work by written comments, pictures and videos in the corresponding ticket
- Uses assets including their settings & service history, as part of problem diagnosis and repair if necessary
- Uses service cases to bill for provided consulting services or to initiate necessary on-site jobs



Susann Malen (35)

Required Input

- Product data & spare parts catalogs
- Customer structure
- Service Level Agreements
- KPIs of the service business

Deliverables

- Service part
- Service level
- Service templates
- Reports about service KPIs

Strategic Service Manager

” I determine which service products we offer our customers. In my position, it is important to understand what issues our customers are experiencing while using our products.

Tasks

Susann is responsible for the service business of EGM Solutions. Her work is measured in terms of customer satisfaction and service sales.

Basically, she defines the service promise of EGM. More specifically, she specifies which services EGM offers to its customers, at what prices and conditions, and how quickly a customer can expect a response or a solution in the case of a problem.

To ensure that service jobs run smoothly and in a standardized way, Susann creates templates for the various activities (e.g., maintenance, calibrations) with the support of her colleagues from the development department. On her dashboard, she keeps track of essential service KPIs in order to present them to her management in regular report meetings and initiate measures for improvement.

Use of CONTACT Elements

- Defines service parts & service levels
- Creates service templates for the different activities
- Uses the dashboard to keep track of relevant KPIs and active service business
- Uses reports to quickly and easily prepare reports for her supervisors



Sven Pahl (32)



Required Input

- Customer data
- Service Level Agreements
- Tickets
- Availability of service personnel



Deliverables

- Scheduled service cases

Service Planner

” I am the connection between First Level Support and our Service Technicians. As an organizational talent, I coordinate the appointments of our service jobs and make sure that all jobs are completed on time.

Tasks

Sven plans the service jobs of the service technicians. The goal of his daily work is to ensure the satisfaction of EGM customers by making sure EGM meets its service promise. This means that he arranges a well scheduled appointment between the customer and the service technicians for all service jobs that may arise. In addition to the service jobs that can be planned in advance, which result from the service level agreements, many spontaneous jobs reach his desk via first level support. To coordinate appointments, he checks the availability of service personnel and picks up the phone or writes an e-mail to coordinate with the customer.



Use of CONTACT Elements

- Creates new service cases
- Uses the service planning view to look up possible dates for jobs when personnel with the necessary skills are available
- Uses the service planning view to assign a time period and an executing person to service cases
- Investigates customer service level agreements to create new service cases as necessary according to the agreement
- Uses tickets to view a customer's problem description for which to schedule a service job

PLM Task Force





Ilkay Melek (39)



Required Input

- User Manual
- Administrator Manual



Deliverables

- Doesn't provide any deliverables

IT Manager



We need company-specific PLM software that increases the efficiency and sustainability of our processes and thus enhances the quality of our products.

Tasks

As the IT manager, Ilkay is responsible for a well-running PLM and system landscape and makes the relevant economic decisions in this area (in consultation).

His responsibilities include the planning, evaluation, selection and supervision of the implementation of new IT/PLM systems and their integration into the existing system landscape.

In addition, he always keeps an eye on the required licenses and weighs up the costs and benefits of new licenses and updates.

He is the cross-departmental connection to the company's middle management and regularly prepares reports on the current status quo.



Use of CONTACT Elements

- Uses the web demonstrator at the beginning to evaluate what the PLM system can do and whether it can meet the company's needs



Andreas Mettner (53)

Required Input

- User Manual
- Administrator Manual
- Developer Manual

Deliverables

- Configured software (catalogs etc.)
- Workflows
- Documentation
- Role and rights system

PLM Administrator

“ Just give me a task, a configuration interface and a manual and I will set up the system according to your needs.

Tasks

Andreas administrates and configures the PLM system. He is also responsible for maintaining the system and performing updates. His tasks include weighing up the costs and benefits of new licenses and updates and guaranteeing an efficient process.

He is the contact person for all technical and content-related questions concerning the PLM system and supports (CAD) users and key users.

For sustainable support, he takes care of internal documentation on the use of the system and gives training on how to use the system.

Use of CONTACT Elements

- Works mainly in the administration and configuration area and takes care of the role and rights system
- Uses administrator and developer documentation to design applications
- Uses user documentation to understand target behavior and answer usage questions
- Uses the Aloha Customer Portal to manage software versions and download new software
- Collaborates with the project team of the PLM Task Force via the customer portal in the project management application
- Builds and maintains interfaces from CONTACT Elements to other systems, e.g., ERP systems
- Proves all applications for their intended functionality



Petra Mamonova (43)

Required Input

- User Manual
- Administrator Manual

Deliverables

- Workflows

PLM Project Manager

“ Defining processes and representing them correctly - that is the essence of my work. It takes a lot of communication with stakeholders to take their requirements into account and keep everyone up to date.

Tasks

Petra takes care of the processes of the PLM system. She examines the actual and defines the target state of the PLM processes and 'IT structures' and is in close exchange with functional departments and relevant stakeholders.

Together with her colleagues from IT and contact persons from the PLM provider, she specifies the PLM system for the company and is involved in its further development.

Her responsibilities in this area also include the preparation, coordination and monitoring of projects relating to the roll-out and further development of PLM solutions. She is also responsible for economic tasks, such as vendor selection and contract declaration.

Use of CONTACT Elements

- Uses user documentation to understand the PLM system and process capabilities
- Uses administrator documentation to understand the customizability of the system
- Occasionally works in the test system to test possible processes



Ayu Deng (27)

Application Developer

“ Code samples and documentation which are structured by development tasks, help me developing.

✓ Tasks

Ayu designs and develops applications in the CONTACT Elements ecosystem. Depending on the business processes to be mapped, she develops completely by herself or adapts existing software. In doing so, she deals with the technology to be used and the required software resources on the one hand, and on the other hand with the integration, security and maintenance topics as well as with design and usability topics. Code quality assurance and testing of systems, applications and software components are also part of her tasks.

Usually, she works together with the IT and contact persons of the PLM provider.

↓ Required Input

- User Manual
- Administrator Manual
- Developer Manual

📦 Deliverables

- Custom applications
- Documentation

🎯 Use of CONTACT Elements

- Uses administrator and developer documentation to design applications
- Also works in the administration and configuration area to customize developed applications
- Uses user documentation to understand target behavior and answer usage questions
- Uses the Aloha Customer Portal to manage software versions and download new software
- Collaborates with the project team of the PLM Task Force via the customer portal in the project management application



Shin Arakaki (31)



Required Input

- Monitoring Reports (Plattform)



Deliverables

- Doesn't provide any deliverables

System Administrator



When something goes wrong in the operation of CONTACT Elements, I have to act quickly, identify the problem and fix it so that the company's work processes can continue.

Tasks

As a system administrator, Shin plans, installs, configures and maintains the company's IT infrastructure and takes care of everything related to networks, storage systems and the like.

Especially in the context of CONTACT Elements (CE), this includes the initial provision of servers and databases as well as the integration of CE and other relevant systems into the given system landscape. Since the IT infrastructure is essential for the running of the company's processes, an important part of his work is monitoring and ensuring the smooth system running of CE.



Use of CONTACT Elements

- Uses monitoring reports in the platform to ensure that the system is running

ALOHA Personas



Gina Porada (37)



Required Input

- ...



Deliverables

- ...

Guest (Portal)

” ...

Tasks

- Is a guest on the customer portal without a dedicated role
- Simply wants to gain information



Use of CONTACT Elements

- ...



Stephan Dewald (58)

Software Developer

” ...

Tasks

- Develops front-end and back-end software applications based on defined requirements
- Takes care of testing
- Provides support with continuous bug and feature processing

Required Input

- ...

Deliverables

- ...

Use of CONTACT Elements

- ...



Pria Madan (41)

Project Manager

” ...

Tasks

- Is responsible for the planning, implementation, acceptance and follow-up of projects
- Coordinates and delegates tasks
- Acts as a connection between supervisors and project team members



Required Input

- ...



Deliverables

- ...



Use of CONTACT Elements

- ...



Samuel Erlić (33)

Solution Engineer

” ...

Tasks

- Adapts Elements applications to enterprises
- Updates customer solutions
- Selectively develops small customer applications

Required Input

- ...

Deliverables

- ...

Use of CONTACT Elements

- ...



Eduard Prem (46)



Required Input

- ...



Deliverables

- ...

Editorial & PR Manager

” ...

✓ Tasks

- Handles research as well as writing, acquiring, providing and monitoring marketing relevant content to the outside world



Use of CONTACT Elements

- ...



Corina Remis (53)



Required Input

- ...



Deliverables

- ...

Customer Relationship Manager

” ...

Tasks

- Administers and updates customer information
- Monitors and analyzes customer exchanges around the customer portal



Use of CONTACT Elements

- ...



Anatoli Condos (27)

Analyst & Consultant

” ...

✓ Tasks

- Advises customers on solutions and optimizations
- Always has an eye on the market and the competition

↓ Required Input

- ...

🛒 Deliverables

- ...

⚙ Use of CONTACT Elements

- ...