STAR7 PRODUCT KNOWLEDGE
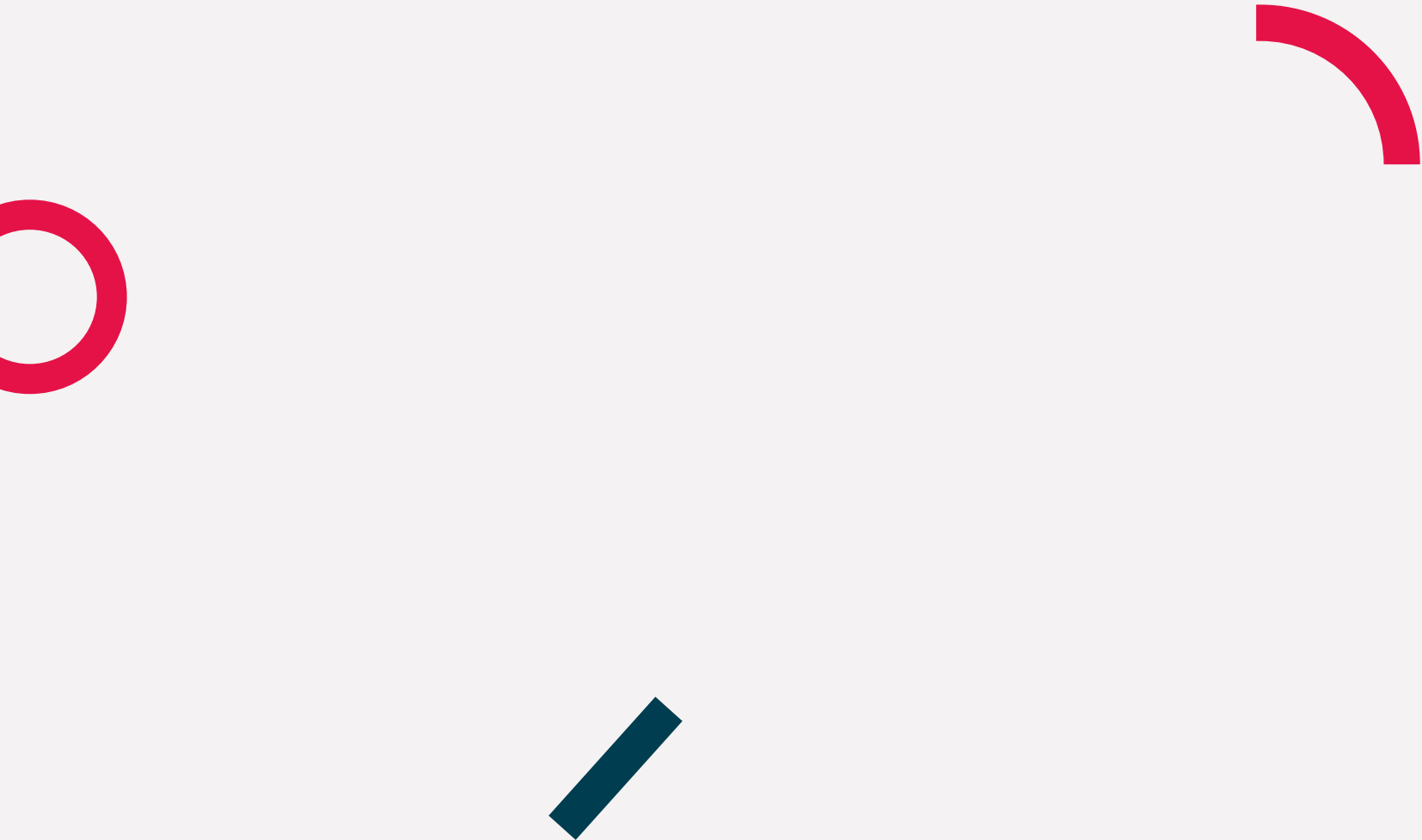
STAR7 PRODUCT KNOWLEDGE

CONTENTS

Integrale⁷

Integrale⁷ is how we refer to STAR7's **philosophy**, **calling** and **DNA**, the decision **to approach the *whole* as more than the sum of its parts**, moving beyond the concept of a product information supply chain.

PRODUCT KNOWLEDGE

Information and technical content, without limits

In STAR7 we have built a line of services capable of responding to any authoring need. We've developed it into a profound, interdisciplinary expertise that ranges from design to after-sales, training and logistical support. We have responded to the constant, changing demands of the market and of our customers, trying to become better and better. And so, STAR7 Product Knowledge was born.

We have become a team who develop and use cutting-edge skills and technology capable of transforming product technical information into a strategic asset for industrial efficiency, technological implementation, commercial development and support over the operational life of the product. With one goal: to respond to the market's every need, and if possible anticipate them.

We work to be the point of reference for product information.

With our skills, our authoring teams and our technologies, we try to increase the performance, customisation and accessibility of the flow of technical and commercial documentation.

Determining the essential characteristics of the product, even while it still doesn't physically exist, entering it into the information "chain", isolating its specific qualities and imagining its life, making it an experience that can be controlled and predicted: that's our profession, but what makes STAR7 unique is being able to do it with ever increasing integration.

For us at STAR7 Product Knowledge, being innovative means going straight to the heart of the product, transforming technical information into an asset to support its entire life cycle, to **be an efficient and effective solution to the complexity of industrial projects.**

At the heart of the product

Information becomes Integrale⁷

For every industrial project, for each innovative concept, we build up the body of information that a business experience needs to become a success story. **We can bring the world of technical information into dialogue with the other four STAR7 service lines, in order to guarantee that customers who request coverage of the entire product information life cycle get what they want. But we don't stop there. That's why we created Integrale⁷.**

Integrale⁷ is how we refer to the philosophy, calling and DNA of STAR7, the decision to approach the whole as more than the sum of its parts, moving beyond the concept of an information supply chain. **Integrale⁷ means taking responsibility and taking care of a global product vision. And this is the unique approach we offer our customers.**

For STAR7 Product Knowledge, being **Integrale⁷** means being able to transform the complexity of information into strategic assets and simplify the user experience, customise and integrate any type of tool or CMS, proprietary or commercial, in accordance with our customers' requirements.

Our **Integrale⁷** approach also unfolds through five specific service lines, able to cover the entire product information life cycle:

STAR7 PRODUCT KNOWLEDGE
Technical product expertise

STAR7 ENGINEERING
Product and process engineering

STAR7 GLOBAL CONTENT
Advanced language services

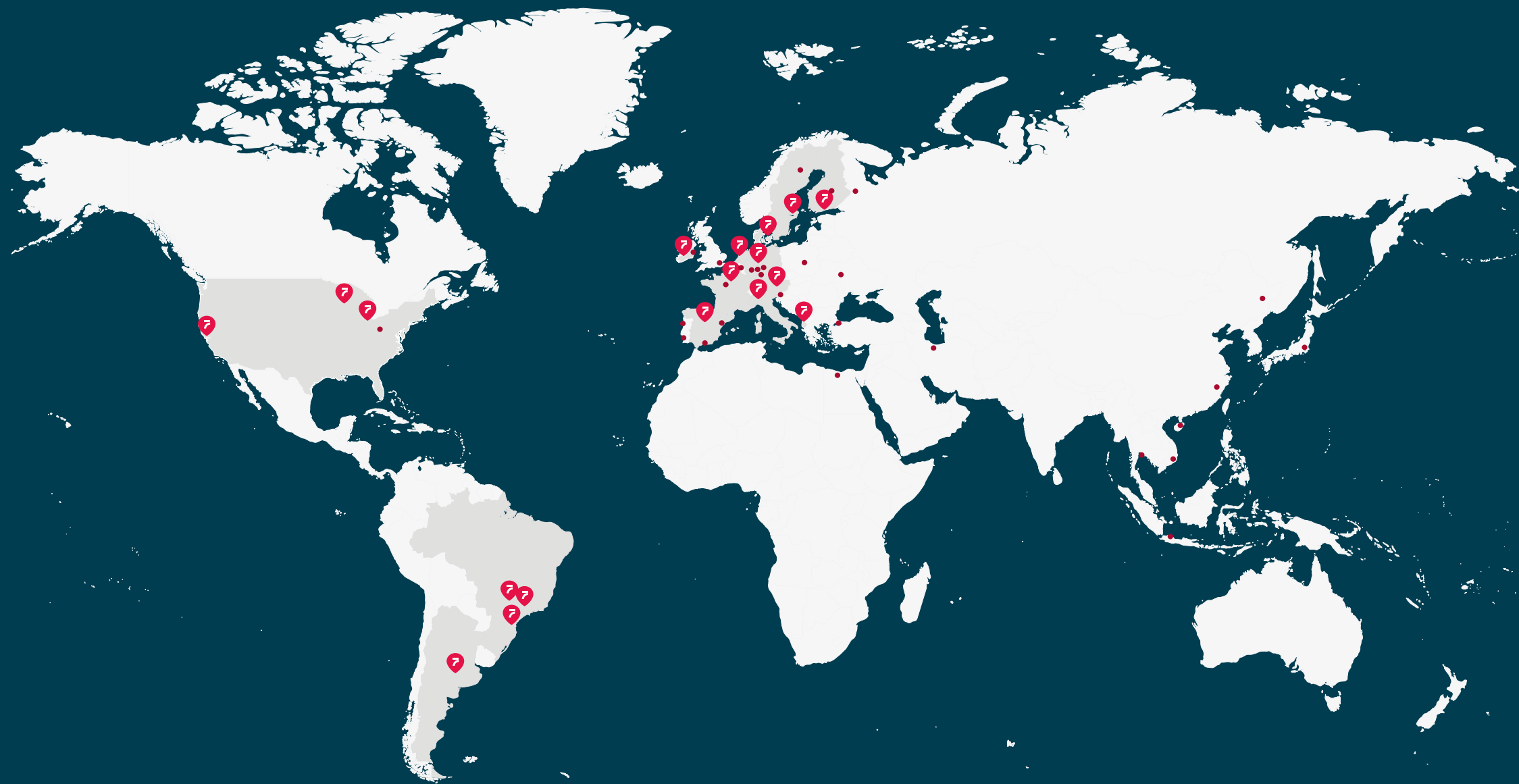**STAR7 PRINTING**
Printing, packaging and kitting

STAR7 EXPERIENCE
VR, AR, 3D and computer graphics

Guaranteeing coverage of the entire product information life cycle

Being Integrale⁷ is in our nature

Our home is
the world

STAR7   STAR Group

From 1984 up to the present day, the STAR Group network, of which STAR7 is a part, has revolutionised technical authoring processes, introducing a new tech paradigm capable of increasing quality and lowering costs. The technological innovation provided by the development of GRIPS – the first semantic information management system – and the introduction of CAT tools – featuring integrated translation memory and terminology management – opened the door to a new era in content creation and management. Belonging to the STAR Group was the foundation of our growth and the development of the specific qualities that led us to become STAR7 today.

Unique in a global network

Stronger because we're part of a group that has brought innovation to our sector, more global because we're part of a global network, more specific because we've grown alongside our customers, embracing their insights and meeting their needs.

OUR SERVICES

S7 PRODUCT KNOWLEDGE

Our job is to "build" the product together with our customers, by creating and managing information and technical content.
With STAR7 Product Knowledge, we work to offer every technical and commercial authoring service that transforms product information into a competitive advantage for our customers.

Our approach to authoring is based on the skills of our teams, semantic information management and dialogue between authoring platforms and our clients' management systems. An editorial system with advanced information management potential that has multi-channel publication of technical content as its objective.

Starting from **instruction and maintenance manuals**, through the various **support services of aftersales, training, help desk, e-learning and integrated logistic support (ILS)** up to the more complex **consulting activities of advanced project management, STAR7 Product Knowledge follows all the phases of product documentation in a specific, innovative way.** We start from project information to set new standards in product information.

From individual pieces of information to a world of skills

What we can do

1

Product information

We work to be the point of reference for product information: to do it we use proprietary CMS and tools, commercial or supplied directly by the customer, able to meets all needs and customisation requirements.

Our integrated services can be provided in both the industrial and commercial fields, and in the aerospace and defence sectors, with dedicated tools for the management of CSDB, IETP and the use of specific standards such as S1000D, S2000M and many others for technical publications and spare parts catalogues.

Technical information

Technical authoring service for the instructions and documentation needed to guarantee effective product maintenance over the entire life cycle, such as **information on use, maintenance, repair and troubleshooting**.

Product definition

Thanks to our platforms, our authoring teams and ERP (Enterprise Resource Planning) experts can **aggregate and verify all the information** needed for product definition to have it enter the information flow and **predict and quantify the costs** and **logistics** of its life cycle.

Spare parts catalogues

Spare parts catalogue authoring and design service, starting from the product definition and proceeding to the identification of spare parts and creation of technical illustrations.

Wiring diagrams

Drafting and management of static or interactive wiring diagrams optimised for diagnostic and repair processes.

Labour time

Measurement, analysis and publication of the labour times needed to diagnose, maintain or repair products.

NATO Codification System

Procedure for **assigning NATO code** to all parts that make up military products.

IT Custom Solution

Customisation service for multilingual portals for interactive and dynamic consultation of technical information by end customers or the assistance network. Fully customisable consultation of information from any data source.

Smart diagnostic

Advanced **remote diagnosis service for identifying and resolving faults** that integrates **big data** and probabilistic data structure.

2
Support for after-sales

Customer care

Multilingual and multichannel support service – e-mail, telephone, messaging – for managing relations with end customers delivered by product experts.

Technical help desk

Multilingual support service for assistance networks for the diagnosis, repair or maintenance of products.

3
Digital solutions for after-sales

Virtual reality

Thanks to the latest VR technologies, the **After Sales Digital Twin** software develops an innovative service for creating and managing aftersales documentation. In a completely virtual workshop, our specialist can gain a precise, accurate experience of each operation thanks to the "digital twin" of the product they have to analyse.

Artificial intelligence

Facilitates and accelerates the work of diagnosis and repair, offering users the information they need on demand and according to their level of experience. Thanks to the artificial intelligence of PRISMA, complex support processes can be facilitated and accelerated.

Mixed reality

Through **Digital Wiring 7 (DW7) technology,** we develop an innovative virtual assistance service for diagnosis, superimposing the components and virtual wiring on the physical product and allowing immediate access to the corresponding data, drastically reducing diagnosis and repair times.

4
Training

Training & e-learning

Training services with a structure of teaching units compliant with SCORM and/or AICC standards, starting from the content produced for the technical documentation and to be reproduced on any LMS (Learning Management System) or e-learning platform. Classroom delivery of technical and sales training.

Virtual training

Virtual training service with an immersive experience in a 3D environment without the need for the physical product.

What we can do

5
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Consultancy

Serviceability Analysis

Virtual and physical analysis and simulation of repair and maintenance procedures to assess the degree of product serviceability.

Technical staffing

High-level consultancy service offered for project management, design or complex analysis activities.

Integrated logistic support

Integrated logistic support (ILS) service, or the complete organisation of product operation management, in terms of reliability, testability, safety and maintainability.

6
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Certifications

CE Certification

Drafting service for the technical documentation necessary for the operation of machinery according to CE specifications. Authoring of the technical file drawn up with the analysis of specific standards and correlated with calculation reports, control circuit diagrams, designs and workshop tests.

Industries

Aerospace & Defence

Agriculture & Construction Equipment

Air Conditioning & Home Appliances

Automotive

Automotive Premium

Engineering & Automation

Machinery & Tools

Medical Devices

Rail

What we can do

The authoring technologies developed by STAR Group

GRIPS
Platform for the creation, semantic classification, management and publication of multilingual product documentation.
Powerful and versatile CMS capable of managing information based on knowledge graphs generated using artificial intelligence. The information can be generated automatically and prepared for publication on all channels.

FormatChecker
Document formatting tool.
Automatically analyses and identifies typical formatting errors, suggests corrections interactively, and optimises the approach to formatting.

PRISMA
Portal for customised, multichannel publication of product documentation with integrated artificial intelligence.
It delivers the information users need based on their level of experience and the context in which they are operating.

SDM
Technical information life cycle management portal with customisable reporting system.
It can produce dedicated reports on the main stages of the authoring, translation and printing processes. It supports the MySTAR and MySTAR Print vertical applications for managing the translation and print-on-demand workflow.

STAR7 technologies

STAR EC Monitoring System
Engineering change (EC) monitoring and reporting tool.
It interfaces with the customer's engineering tools and allows change tracking, evaluating their impact on the documentation to be produced.

Approval Portal
Portal for managing and reporting on the content validation workflow and logistics for printing.
It can retrieve information from GRIPS, divide it by topic, send it to the relevant managers and keep track of the corresponding approvals, with the ability to customise.

CMS Custom Solutions
Customised web-based solutions for creating and managing technical documentation.
Starting from the VIN (Vehicle Identification Number), it can manage and present the end user with the spare parts catalogue, the time schedule, the workshop manual, the wiring diagrams and the troubleshooting.

After Sales Digital Twin
An innovative solution for creating and managing aftersales documentation in a virtual workshop.
Creation of a digital twin of the physical product permits operation whether or not real prototypes or models are available. It supports activities ranging from Serviceability and Repairability Analysis to authoring technical manuals, time schedules and spare parts catalogues and technical or commercial training.

Our global technologies

STAR7
CREATIVE LAB

New digital horizons

STAR7 Creative Lab is our research and development centre, the innovative driving force behind STAR7.

Here we develop our most futuristic ideas, devise and plan the digital transformation of ourselves and of our services to build our future and that of our customers.

The Creative Lab never stops. It operates on a plane which has specialisation of applications on the Y axis and integration of services on the X axis. Our suite collates every need that STAR7 has identified in the course of its activity, responding with a platform enabling design, configuration, learning and diagnosis in virtual spaces.

In addition to After Sales **Digital Twin**, STAR7 Creative Lab offers **four more innovative technological solutions designed to overcome the limitations of space and time**:

ALCOR

This is an immersive virtual reality training platform designed to promote learning by overcoming physical distance.

MIZAR

This is an immersive design tool for studying the characteristics of a product in the stages before production.

ANTARES

This is an immersive reality configurator that ensures a comprehensive product customisation experience.

DIGITAL WIRING 7 (DW7)

This is an innovative diagnosis service that allows you to superimpose wiring diagrams on the physical product, drastically reducing diagnosis and repair times.

STAR7 Creative Lab

THE VALUES
THAT INSPIRE US

Seven values
drive us
to improve

We can only grow if we know who we are; we can only have significance if we know our limits and our desires. We are people who work with people to get the best possible result.

These are our shared values. That which inspires us drives our passion and enjoyment of what we do.

1
#Relationship

We're centred on the customer.

It's thanks to our customers that we grow in expertise, capacity and ambition. That's why we devote our constant efforts and enthusiasm to seeking the best possible result, for a relationship that's built to last, on trust.

2
#Responsibility

Other people's opportunities and problems are ours too.

We believe that the work and conduct of each one of us can make a difference, at our company and with our customers. And we do all we can to act accordingly.

3
#Listening

We listen first, to give valuable answers.

Our work is based on relationships between people, customers and colleagues. And we believe that only by listening to people with respect and sensitivity can we appreciate problems and identify solutions.

4
#Integration

We believe in the strength of the whole.

We've built our identity, our future, our growth and the growth of our customers on the integration of expertise, perspectives, talents and solutions.

5
#Transparency

Conscious and direct, about potential and limitations.

We believe in sincerity and fair-dealing as the fast-track to constructive, expeditious communication able to encourage the free exchange of ideas and get results.

6
#Evolution

We never stand still.

We grow, learn and change continuously to develop together with our clients and their projects in a fast-moving market.

7
#Creativity

Envisioning tomorrow is the driving force that guides us.

We strive every day to conceive what no one ever has before and put our creativity to work together with technology to offer simple, new solutions that are truly fit for purpose.

Our goal is to offer tailor-made solutions for your industrial projects

Here are our contact details so we can discuss it, together.

Headquarter
Via Alessandria, 37/B
Valle San Bartolomeo
I–15122 Alessandria
Tel. +39.0131.19788

www.star-7.com

Commercial contact
sales@star-7.com

For information
info@star-7.com

Turin Office
Corso Orbassano, 336
I–10137 Torino
Tel. +39.011.02423

Maranello Office
Via Castellotti, 27
I–41053 Maranello (MO)
Tel. +39.0536.072117

Pistoia Office
Viale Adua, 332
I–51100 Pistoia
Tel. +39.0573.403389

La Spezia Office
Viale San Bartolomeo, 629
I–19126 La Spezia
Tel. +39.0187.1472146

Asti Office
Via Marco Polo, 20
I–14100 Asti
Tel. +39.0141.094200

Lugo Office
Via Gastaldi, 26
I–48022 Lugo (RA)
Tel. +39.0545.1771956

Bozen Office
Via Bruno Buozzi, 14/16
39100 Bozen
Tel. +39.0471.934606

Albania
Tirana
Rr. Pjeter Bogdani, 20
1019 Tirana
Tel. +355.69.707.3665

Shkoder
Rr. Studenti, Sheshi Demokracia
Building no. 21, 5th floor
4001 Shkoder
Tel. +355.69.707.3665

Argentina
Córdoba
Calle San Jerónimo N° 275
Córdoba, CP 5000

Austria
Vienna
Am Belvedere 8
1100 Wien
Tel. +43 1717 28 756

Sankt Valentin
Steyrer Straße 32
4300 Sankt Valentin

Brazil
Betim
Av. Raimundo Marçal
de Melo n°665
B.Paulo Camilo,
Betim-MG 32.667-562-
Tel. +55 (31) 3591-6632

San Paolo
Rua Gomes de Carvalho, 911
sala 309 - Vila Olímpia
CEP 04547-003, São Paulo
Tel. +55 (11) 2818-3477

Belo Horizonte
Rua Sylvio Menicucci
1147 Castelo CEP 30840-480
Belo Horizonte - MG
Tel. +55 (31) 2515-8968

Denmark
Køge
Galoche Alle 6
4600 Køge

Finland
Espoo
Linnoitustie 4A
02600 Espoo

France
Paris
54 boulevard Haussmann
75008 Paris

Germany
Düsseldorf
Niederkasseler Lohweg 18
40547 Düsseldorf

Ireland
Cork
3rd Floor, 11 Angelsea Street
Cork

Netherlands
Amsterdam
Kingsfordweg 151
1043GR Amsterdam

Spain
Madrid
C/Pricipe, 14 - 1 Izquierda
28012 Madrid

Sweden
Stockholm
Hammarbyterrassen 24
12063 Stockholm

USA
Troy, Michigan
2760 Industrial Row Dr
Troy MI 48084
Tel. +01 248-288-5900

Madison, Wisconsin
6 Odana Ct
Madison WI 53719
Tel. +01 608-230-1000

San Mateo, California
520 S. El Camino, Suite 518
San Mateo California
CA 94402

Our contact details