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Main Page

Welcome to
BlueSpice

BlueSpice pro is your enterprise wiki for building a modern knowledge base. Open source, customizable and globally proven. Try it out now! Please log in with the following access data:

Log in here
User: Testuser
Password: hallowelt

This demowiki is reset daily at 0 a.m. (UTC). All test content is deleted during this process. To extensively test BlueSpice in a closed environment, **please request a test wiki** (30 day evaluation).

Come on board: Test some use cases

Tour 1 **Knowledge Base**

Helpdesk, glossary, FAQ: Transform your enterprise into a knowledge-based organization.

Tour 2 **Integrated Management System**

Quality, risk, or compliance management — all documented in one spot.

Tour 3 Documentation System

Whether IT, project or technical documentation: Find operational information quickly if necessary.

Tour 4 Online / Organization Manual

Organize your manuals the wiki way with optional PDF output.

Next steps



You've got questions?

Michal Rosinski

sales@hallowelt.com

+49 (0)941 660 800

Webinars

Experience BlueSpice pro

in a live demo.

Our webinars

Helpdesk

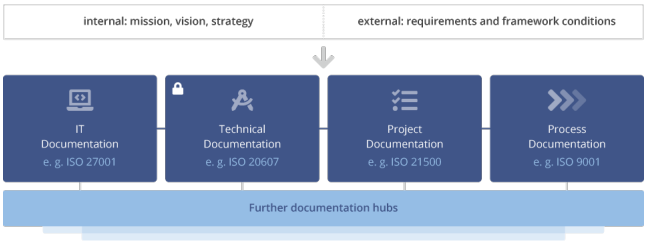
Usage tips, orientation

and help.

Go to helpdesk

Documentation System

Tour 3 Documentation System next: Customer documentation



A **documentation system** supports the company in archiving documents. These systems are of outstanding importance for the company to be able to reproduce processes, decisions and agreements.

Documentation systems are used in project documentation, technical documentation or IT documentation. In order for them to fulfill their purpose, it is necessary to be able to use them to quickly collect, categorize and retrieve information.

Documentation in a wiki

Wikis were developed to centrally collect and organize the knowledge of different experts. They are therefore ideal documentation systems and have long since become the standard documentation system, not least in IT.

- *Collaboration without prior knowledge:* With the visual editor, images can be quickly integrated into an article using "drag & drop".
- *Office documents:* Documents in other formats (Office, PDF etc.) can be attached to an article just as quickly.
- *Creation of structured data:* The documentation can be enriched with structured data (attributes) that can be processed inside and outside the system. (Semantic MediaWiki)
- *Page versioning:* The traceability and reproducibility of all changes in the documentation enable the management of legally required information and, if necessary, safeguard against liability.

Example pages

Customer documentation

	Contact since	2017	Status
ıer	Account Manager	Doe, John	Technical Contact

Company/Development System (Contract Type: Subscription)
Company/Documentation (Contract Type: Subscription)
Company/Production System (Contract Type: Subscription)

Step-by-step instructions

coffee

er without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards!







IT documentation

rowser's JavaScript console, enter `person` into it, and press `Enter` / `Return`. You should get a r
lines:

```
t]
```

you've just created your first object. Job done! But this is an empty object, so we can't really do
JavaScript object in our file to look like this:

```
{
', 'Smith'],

le',
['music', 'skiing'],
on() {
s.name[0] + ' ' + this.name[1] +
this.age + ' years old. He likes ' +
```

Operating instructions

metal tines (fork) that can be pushed under the pallet. In front of the tines there are small, downwardly extendable
er side there are one or two steerable rollers. With the load and castors, the lifting tines can be adjusted parallel to
ith a hydraulic lifting cylinder and a linkage. This way, the pallet can be raised for shipping. The handle is used for
nd in non-powered devices as a lever for a hydraulic pump, which feeds the lifting cylinder. On the handle or near the
erating option for the hydraulic valve (lifting / driving / lowering). Electric pallet trucks follow the operator by means of
lles.


Electi

ions

ual UVV test (according to the guidelines of the employers' liability insurance association) is mandatory for an
k.
npetence (driving license) for driving electric pallet trucks is not required if the pallet truck is controlled by a traveling
pedestrian. In this case, according to the German Employers' Liability Insurance Ordinance § 7 (2) BGV D27,
lriver in the handling of the lift truck is sufficient. The assignment of the driver does not have to be in writing in this



Mathematical formula

response is going to be the derivative of this:

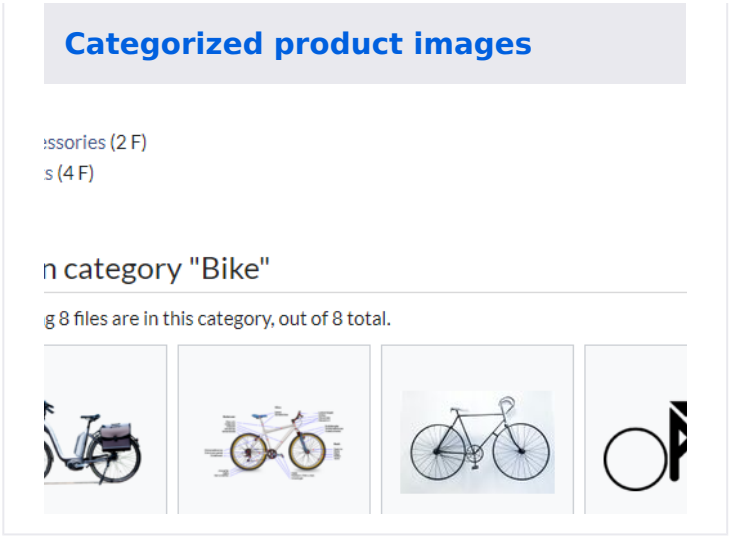
$$\frac{di_{o_\mu}}{dt} = 0 + \frac{1}{2}e^{-t}(\cos t + \sin t) - \frac{1}{2}e^{-t}(-\sin t + \cos t)$$

$$e^{-t}(\cos t + \sin t + \sin t - \cos t) = e^{-t}\sin t : I_s = 1 + \cos t$$

$$\int_0^t i_{o_\delta}(t-\tau)I_s(\tau)d\tau + C_1$$

$$\int_0^t e^{-(t-\tau)}\sin(t-\tau)(1+\cos\tau)d\tau + C_1$$

$$\frac{\cos t}{5} + \frac{2\sin t}{5} - \frac{7e^{-t}\cos t}{10} - \frac{11e^{-t}\sin t}{10} + \frac{1}{2} + C_1$$



Tour 3 Documentation System

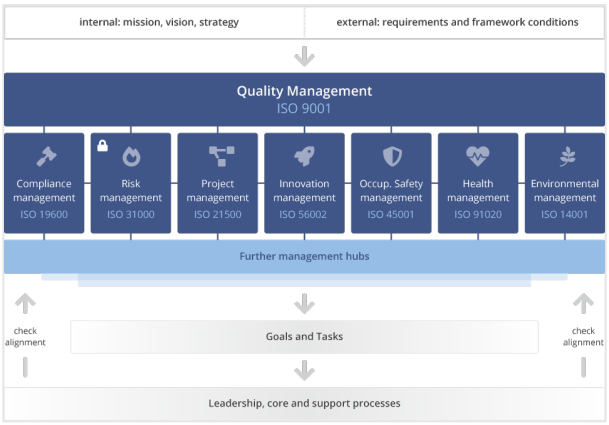
next: Customer documentation

Integrated Management System

Tour 2 Integrated Management system next: Process map

An **Integrated Management System** (IMS) brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Rik management (ISO 31000)
- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).



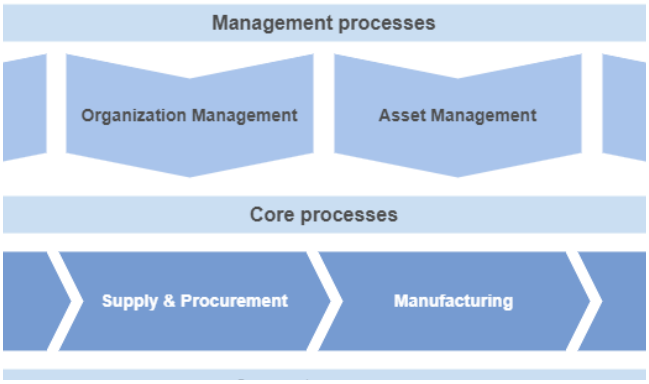
Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:

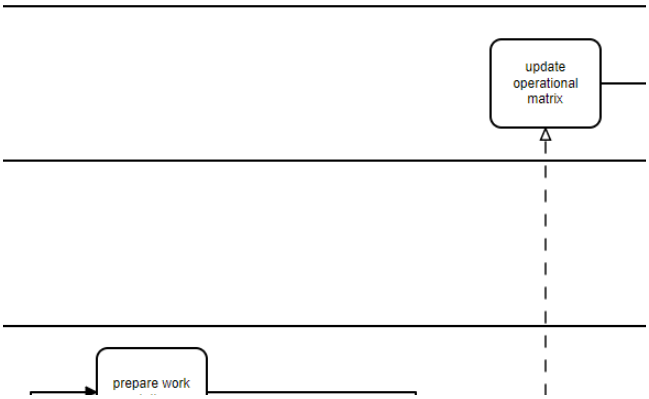
- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.

Example pages

Process map



Flowchart



Role definitions

ns

New page

	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.

Process descriptions

ptions

New page

	Business unit	Process owner	Approval state
	Company, Project Management	Andrew Hayes	Approved
	Project Management, Sales	Margie Castillo	Approved
	Company	Carlos Olson	Approved

Work instructions

ions

New page

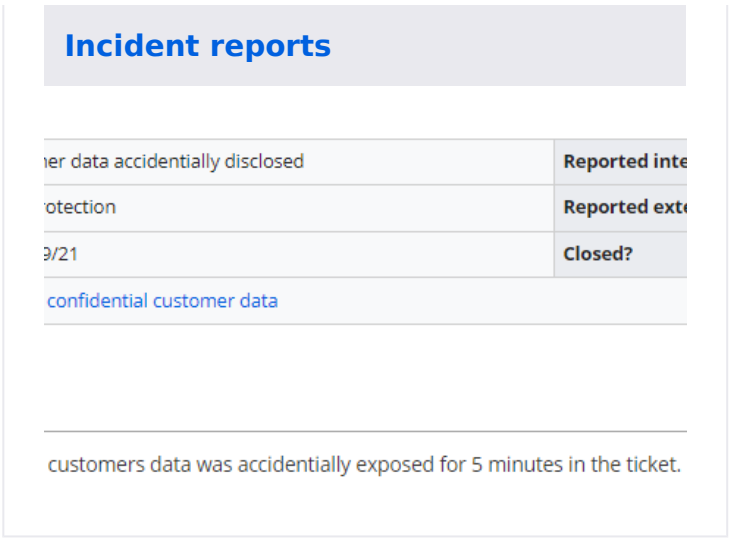
	Business unit	Process owner	Approval state
	Sales	Andrew Hayes	Approved
	Sales	Margie Castillo	Approved

Risk entries

Add new risk

Search:

	Affected Domain	O Factor	M Factor	Current Level	Curre Proba
ess uity		D3		Medium	Possible



Incident reports

ıer data accidentially disclosed	**Reported inte**
otection	**Reported ext**
9/21	**Closed?**
confidential customer data	

customers data was accidentially exposed for 5 minutes in the ticket.

Tour 2 Integrated Management system

next: Process map

Knowledge Base

A **knowledge base** is a place where the knowledge of an organisation, department, or team can be centralised. Employees collect their team and department knowledge and companies use it to provide an online helpdesk to answer frequently asked questions (FAQs) and share best practices.

Finally, you can find information about products, services, events, organisations, locations and partnerships.

Wikis as a knowledge base

Load video
YouTube
YouTube might collect personal data. Privacy Policy
ContinueDismiss
Webinar: BlueSpice 4 (12:43)

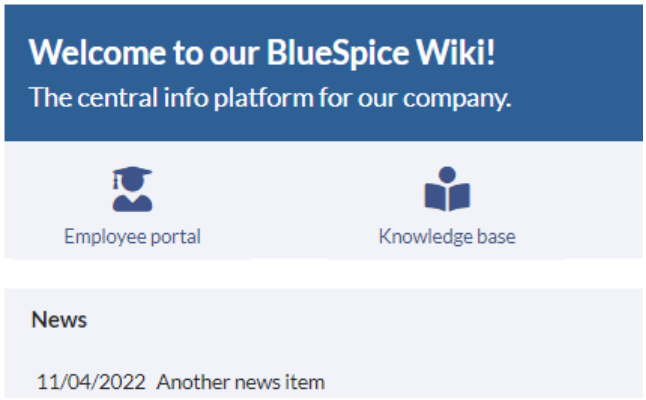
Wikipedia and its sister projects are undoubtedly the most popular knowledge bases. Wikis are created to easily and collaboratively add or update knowledge dynamically.

Different contributions are quickly linked together. Over time, wikis become more valuable as the links become richer and more complex.

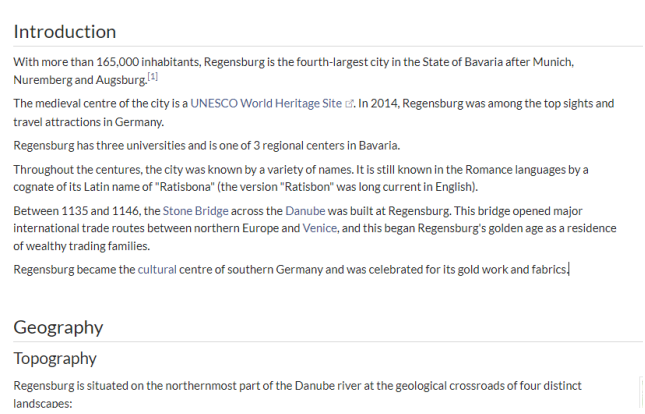
Wikis, and in particular the Wikipedia software MediaWiki, are designed to allow knowledge to be aggregated and individual wikis to be combined.

Example pages

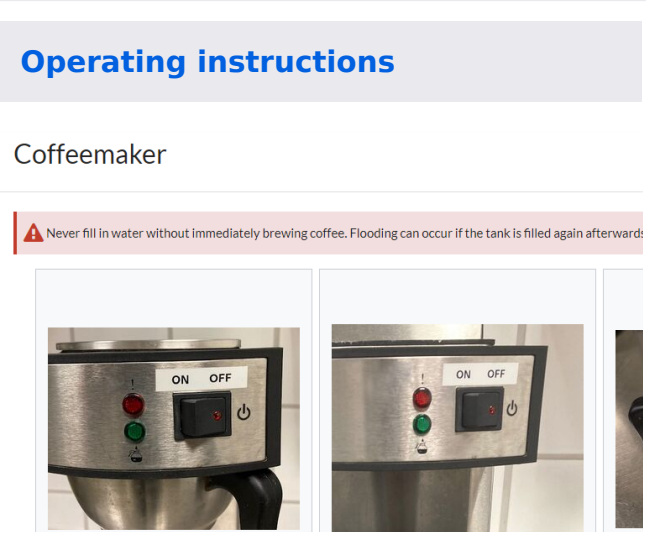
Startpage layout



Encyclopedic article



Operating instructions



Product description

Product description

- Eine stabile Faltschachtel aus brauner Wellpappe.
- Dieser Karton ist theoretisch bis 20 Kg belastbar, je nach Einsatzzweck.
- Einwellige Kartonagen sind optimal für leichte bis mittelschwere Güter.
- Dieser Karton ist eine optimale schützende Verpackung.

Product pictures



Organizations and customers

Customers | Customer installations

Examples of customer documentation.

Show 10 entries

	Subscription	Short
IT Competency/Competency Wiki	Premium	Internal
Sound Waves LLC/Production system	Standard	Platform
Top Health Physio/Health Wiki	Standard	Public v
Top Health Physio/Health Wiki Test System	Standard	Public v

Employees query

Show 10 entries

Name	Telephone	Department
Angelika Müller	+49 941 660 80 197	Marketing & Sales
Florian Bäckmann	+49 941 660 80 182	Service & Support
Florian Müller	+49 941 660 80 185	Marketing & Sales
Lydia Willis	+1 212-276-0684	Management Board
Maddison Browne	+1 707-932-510	IT
Nathan Dawson	+1 337-218-3155	IT & Organization

Meeting minutes

Attendees

Antje Kramer (secretary), Mark Pichler, Ursula Gerstmair, Hu Cheng

Agenda

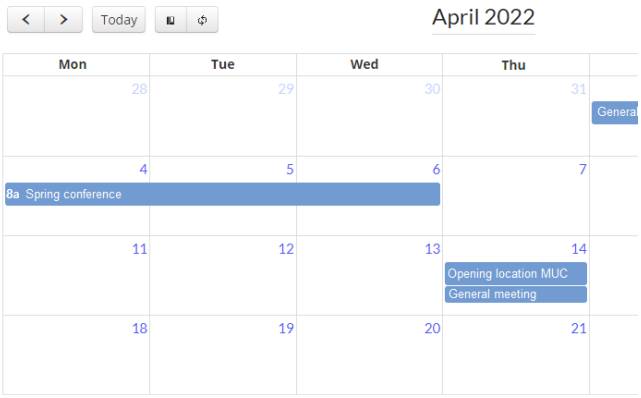
Time	Duration	Topic
10:00 AM	30 min	Review of open leads
10:30 AM	15 min	Strategy: customer relations
10:45 AM	15 min	New pricing concept
11:00 AM	**60 min**	**End of meeting**

IT

2021-0

- IT/2

Calendar



Event planning

Customer Summit 2023

Date / time:	06/26-28 - 9:00 a.m. - 4 p.m.	**Venue:**	
Organizer:	Marketing	**Venue contact:**	
Person responsible:	M. Williams	**Status:**	

Contents [show]

Initial planning phase

Task	Owner	Deadline	Started

Checklist (form)

Before the first day at work

Administration

- [x] Create personnel file
- [x] Request documents (health insurance card, so

Work station

- [ ] Computer
- [ ] E-mail address
- [ ] VoIP, phone number
- [ ] Software licenses
- [ ] Office key
- [ ] Parking permit

Status report

ChatBot introduction

3 Business review
4 Measures
4.1 Number of ChatBot requests per month
4.2 Costs (up to 5000 requests/month)
4.3 Expected lead generation
5 Accompanying Documents

Executive summary

The introduction of a chat bot as marketing/sales support was decided by management in 2022. The evaluation of vario progressed so far that a decision can be made. The following information provides an overview of the findings from the

Details

Policy

Travel reimbursement

Overnight stays

Accommodation costs that cannot be proven with receipts are to be reimbursed at a flat rate of €50 per insofar as they were unavoidable and reasonable. An overnight stay of up to €120 is usually considered amount of €120 will only be reimbursed if there is a justified exceptional situation (trade fairs) and the s the business trip together with the business trip application.

Roles and responsibilities

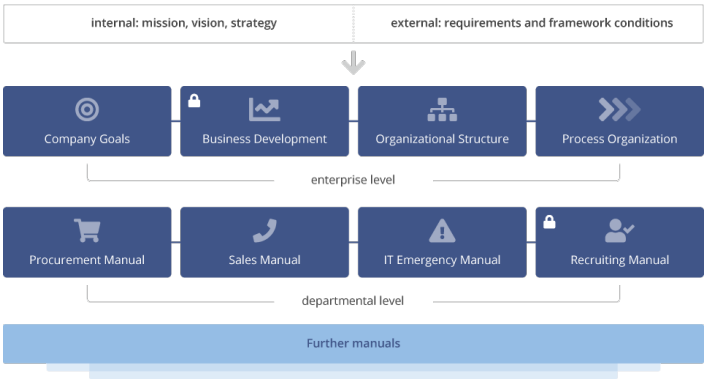
Roles and responsibilities related to this policy

Role	Currently assigned	

Organization Manual

Tour 4 Organization Manual next: Organization Manual

An **Organization Manual** is a structured summary of all regulations of a company. An organization Manual contains, for example, the company history, goals, definitions, organizational instructions and guidelines. If no separate Quality Handbook exists, the Organization Handbook can also contain all processes and work instructions.



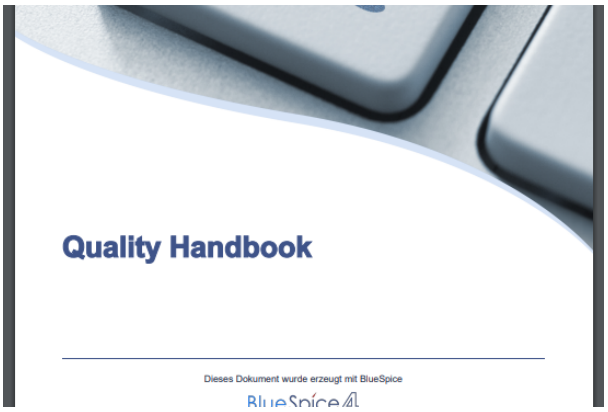
Organization Manual in a wiki

A Wiki is the ideal platform to provide and maintain an Organization Manual online:

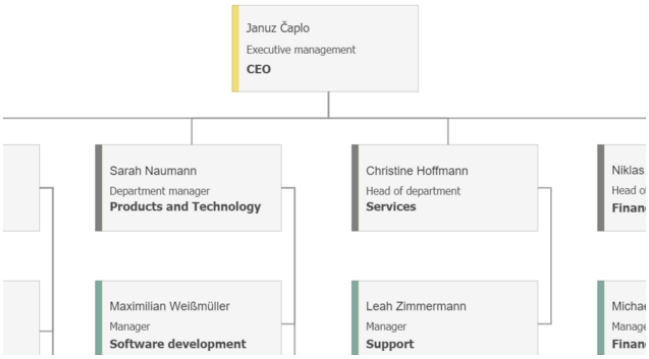
- **Central point of entry:** The Wiki provides employees and employers with a central point of contact to look up uniform routine processes in their daily work:
  - Employees can use the search function to quickly find all important regulations.
  - The notification system keeps them informed of all new developments.
- **Legal requirements:** Pharmaceutical companies or banks, for example, must ensure that they have "access at all times to the standardized written processes, regulations, rules and organizational structures" of their company.

Example pages

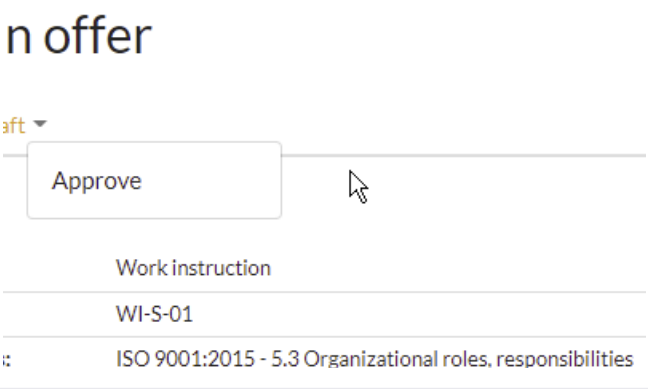
Organization Manual



Org chart



Page approval



Tour 4 Organization Manual

next: Organization Manual