

Mix & match your own web-based working platform



Imprint

StarWiki - Making teamwork more efficient!

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Authors

Lisa Feldmann, Robert Heine, Melanie Uhlen, Sophie Isabel Verstraelen

Editors

Lisa Feldmann, Robert Heine, Benjamin Rebenich, Melanie Uhlen

Layout

energypedia consult GmbH

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Ludwig-Erhard-Str. 30-34 65760 Eschborn Germany T: + 49 (0) 6196 / 2029723 info@energypedia-consult.com www.energypedia-consult.com

Local court (Amtsgericht) Frankfurt am Main, Germany: HRB 93412

Managing director: Robert Heine

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StarWiki at a Glance

StarWiki is a powerful knowledge and project management software for projects and organizations in the field of international development cooperation. It helps you to coordinate your team and to quickly find the information that you're looking for.

As every organization or project has different requirements for monitoring, project and knowledge management, StarWiki offers a wide range of options which can be combined to create a unique, customized system.

"Mix & match your own web-based working platform"

With StarWiki you can share up-to-date information with all your stakeholders and work collaboratively on given topics. You can create and edit as many pages as you want and also upload documents, files and

pictures. Furthermore, we develop special StarWiki tools to work in structured knowledge databases and workflows. These additional tools for project management, monitoring and reporting allow you to make your work even more efficient and thus to save time.

StarWiki is offered by energypedia consult GmbH. Energypedia consult is a fair IT provider with its roots in international development cooperation. We know and understand the needs of our customers from this sector. Therefore, we develop web-based systems which carefully adapt to *your* requirements – not the other way around!

What is a wiki?

Wikis are online platforms that enable users not only to read content, but to directly write or edit it in their browser. Like an intranet with edit button. This makes wikis particularly useful for information-sharing, collaborative work and the coordination of tasks and groups.

A wiki minimizes the risk of working with outdated data, duplicating work and unnecessary, time-consuming communication loops – and it significantly reduces the number of emails in your inbox.



"We develop online platforms to improve collaboration and communication within teams, organizations and in general between stakeholders. This is part of a greater vision to make development cooperation more transparent, efficient and effective. That's why I founded energypedia and energypedia consult."

Robert Heine
Founder and CEO of energypedia and energypedia consult

Content

U	ur Story	5
0	ur Approach	6
0	ur Software	6
W	iki Use Cases and StarWiki Tools	7
	General Features of StarWiki	7
	Mix & Match	8
	WebMo – Web-based Monitoring System	9
	Stakeholder Management System	10
	Grant Management and Monitoring System	11
	Project Database	12
	Publication Database	13
	Consultant Database	14
	Operations Manual	15
	Joint Agenda	16
	Absence and Event Calendar	17
	To-Do Lists	18
	Event Preparation & Documentation	19
	Public Knowledge Sharing	19
	Matchmaking	21
	Inquiry Management System	22
	Inventory	23
	Working Groups	24
	Business Trip Planner	25
	File Gallery	26
	Social Profile	
W	ho We Are	28
	Selected References	
	Our Software as a Service	30

Our Story

A few years ago my situation looked a lot like this:



I work in a large development program. My team is located in different offices across the globe and we travel a lot. To keep everyone in the loop, we communicate mainly via email. But it takes a lot of time to read all those messages and sometimes it's a real nightmare to find the most recent information or version of a document in email attachments. Although we try our best to store and share knowledge, it proves hard for others to find it later and sometimes valuable insights are lost. To make things even more complicated, we collaborate with a multitude of partner organizations on the ground and report to different donors. As a result, I spend a lot of my time coordinating different inputs, updating my team and headquarters on the latest developments or lessons learnt and responding to emails, when actually all I want to do is my job.

I realized that modern IT tools should be able to help people quickly find the information they are looking for and make the daily routine of communication and coordination easier. I discovered wikis and realized that they could solve many of the issues we were struggling with.

Today my company offers these tools to many actors in the international development community. Our best-selling tools right now are a web-based monitoring system called WebMo, an online system for stakeholder management and other web-based databases for project and knowledge management.

Why did we develop this software? Because knowledge is key - this is ever so true for actors in international development. For stimulating and supporting change processes, capacity development and advisory services, expertise in many different areas is needed, on conceptual, technical and administrative level. However, far too often valuable knowledge is either implicit knowledge of individuals shared in face-to-face

WebMo



Stakeholder Management



communication or is scattered and "hidden" in emails and files. Systematically collecting, validating and making information available to staff or concerned stakeholders in a structured way makes development work not only more productive, transparent and efficient, but also more effective in the long run.

Robert Heine

Founder and CEO of energypedia and energypedia consult

Our Approach

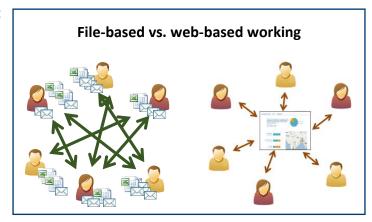
Energypedia consult is a fair IT provider with its roots in international development cooperation. We know and understand the needs of our customers from this sector. We therefore develop web-based solutions which carefully adapt to *your* requirements – not the other way around!

"We strive to build a long-lasting relationship with our customers thanks to quality service and results, not by establishing dependency."

With our tailor-made internet platforms you can easily and efficiently organize a wide variety of processes – from project administration and knowledge management to results monitoring. For this we use a module-based approach in order to provide you with exactly those functionalities you need for your project, organization or network. We will of course advise you before and during the installation of your customized platform and will always be available for questions and new ideas afterwards.

The big advantage of working web-based is that everybody works the same version and there is no need to send files around. As soon as an update is saved, it becomes immediately visible to all users.

We promote the use of open-source software. This means that our customers have full access to the source code and therefore can at all times work on it themselves or hire local IT specialists. We strive to build a long-lasting relationship with our customers thanks to



quality service and results, not by establishing dependency. With our open-source approach we want to promote IT knowledge transfer to and IT capacity building in developing countries, as well.

Our Software

StarWiki is based on the established open-source software MediaWiki that was originally developed for Wikipedia and is also used for the knowledge-sharing platform energypedia.info. Being open source imply that you pay no license costs and that you have full access to the source code. There is a huge international community of programmers behind the software that is continuously improving it and designing new features. MediaWiki is available in all languages of the world and also functions well in countries with weak internet connection.

"StarWiki offers a wide range of web-based solutions for your organization or project."

Beyond classic wiki features, like creating and linking pages, StarWiki enables you and your team to work in structured knowledge databases and workflows.

What is a wiki?

Wikis are online platforms that enable users not only to read content, but to directly write or edit it in their browser. Like an intranet with edit button. This makes wikis particularly useful for information-sharing, collaborative work and the coordination of tasks and groups.

These tools are flexible and can be adapted as needed. As the software is quite easy to handle, changes are implemented within a very short time. If interested, the customer can also be trained to make some minor changes him- or herself, even without prior programming experience.

Wiki Use Cases and StarWiki Tools

We differentiate between use cases, which can be set up by the users themselves without external assistance, (database) tools that need to be installed by our team, and general features of our software that come automatically and free of cost. Look into the box on the bottom of each factsheet to find out whether an application is considered a use case or a tool.

If you are looking for an application that is not described in this booklet, we are more than happy to support you with a high-quality tailor-made solution. There are endless options with our StarWiki software and we would like to offer the best fitting solution to your challenge.

General Features of StarWiki



Create and edit as many wiki pages as you need using a user-friendly editor.



Track all changes that were made on your wiki page from creation date until today.



Upload pictures and files or insert videos and maps.



Track changes of pages and get **email notifications** from pages you put on your watchlist.



Have **interactive maps** showing your projects in the region you are working in.



Limit access to pages or group pages which should not be seen or edited by a specific user or user group(s).



Share information in an immediate and transparent manner with all users – also across organizations and countries.



The wiki software and its features and StarWiki tools are available in **several languages**.



Access information online from anywhere and at any time.



There is always only one **latest version**, no longer work in wrong or old versions of files.



Tag or categorize the content of your wiki pages with key words to increase its searchability. This allows search suggestions to be made or a 'tag cloud' to be formed which can be linked to the related pages or documents.



Create your own structure and **navigation system** by setting up portals or thematic pages leading to its targeted content. Unifying and structuring all information in this way makes it easier to manage and navigate its data, applications and information.



The **newsfeed** streamlines communication between writers and readers, as it shows summaries of latest updates and changes made in the existing wiki pages.



The **news blog** can be set up in a database format to publish new information or to communicate event schedules.

Mix & Match

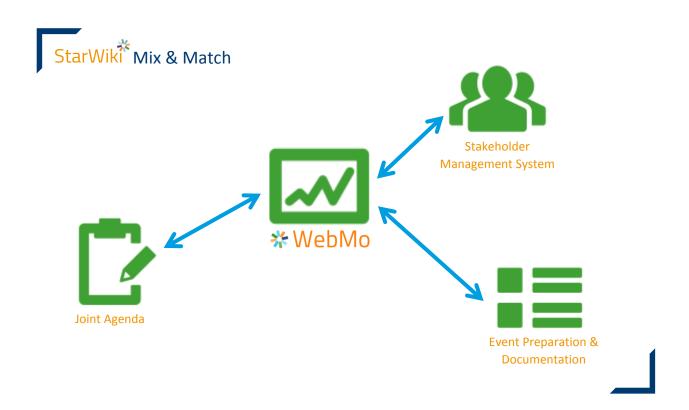
We appreciate that every organization is unique and therefore has different requirements for project management, results monitoring and knowledge management. In order to meet these needs, StarWiki offers a wide range of wiki use cases and tools, which can be combined to create a unique, customized system. From installing a basic wiki platform to setting up an all-including StarWiki system — everything is possible. There is no point in getting the full package if you only need one specific function, as it is always possible to include further tools at a later stage.

"Feel free to mix & match the following use cases and tools at your convenience."

Example

You need a monitoring system for your project or organization and you would also like to manage your stakeholders more efficiently? Furthermore you want to streamline some internal processes?

Here is our suggestion: Combine our WebMo (web-based monitoring tool) with the StarWiki Stakeholder Management System. To make your internal processes more transparent and efficient, create Joint Agendas for your internal meetings and prepare, document and follow up team workshops.



WebMo – Web-based Monitoring System



WebMo is a web-based monitoring system designed for organizations and projects in the field of development cooperation.

WebMo is the perfect tool to present your project results and impacts to your donors,

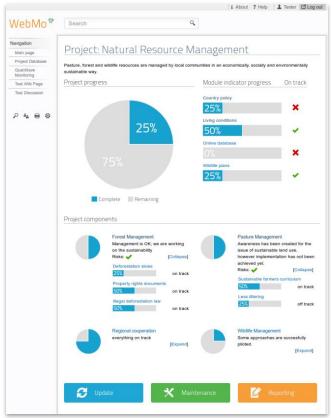
Would you like to monitor your project in an efficient and transparent way?

partners and the general public. This StarWiki tool automatically processes monitoring data and supports you in

continuously keeping track of your indicators and project progress. WebMo is very flexible and can be adapted to individual project needs in the area of monitoring and reporting. For instance, reporting forms can be customized according to the standards of various donors or partners.

Highlights

- The heart of WebMo is the management cockpit, which summarizes the progress of your project.
- Overviews and visualizations facilitate evidence-based decision-making throughout the entire project management cycle and are suitable for reporting purposes.
- Everyone involved in the monitoring process collaboratively works in the same system – even across countries or organizations.
- You always work in the latest version of your system.
- * WebMo facilitates reporting to donors and partners through automatically generated overview pages and exporting information into Microsoft Word formats and Excel files.
- WebMo is available in German, English, French and Spanish – other languages upon request.



http://demo.webmo.info

StarWiki Mix & Match

Apart from using WebMo for monitoring your projects, you can easily create wiki pages for joint to-do lists, prepare and document workshops or add pictures and videos. Combine WebMo with other StarWiki tools to organize or schedule visits of consultants, and manage your stakeholders.

WebMo is a StarWiki tool. Contact us for installing WebMo and feel free to mix & match it with other tools or use cases.

Stakeholder Management System



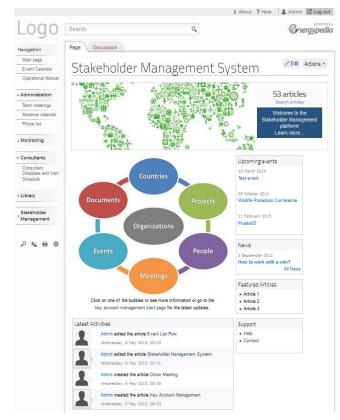
Well-structured and relationship-oriented communication with stakeholders guarantees long-term success. The StarWiki Stakeholder Management System is the ideal tool for your organization or project to

Who met with whom, when and where and what did they agree upon?

document and manage all information relating to your donors, clients, partner organizations, consultants or beneficiaries. This allows for the transparent development of relationships and effective knowledge sharing within your team.

Highlights

- Keep track of your stakeholder communication and meetings.
- Manage all relevant contact details and information of your stakeholders and make these accessible to all involved employees in order to increase efficiency and avoid miscommunications.
- Upload key documents about each stakeholder (factsheets, joint reports, etc.).
- Document the involvement of all stakeholders in your planned, ongoing or completed projects to quickly get an overview of active cooperations and identify new opportunities.
- Uniform tagging system for projects and stakeholders to match working areas and topics.
- The system offers customized, user-friendly forms for easy data entry.
- Display of information in maps, graphs and tables.
- Export of contact details from the online system into Microsoft Excel (CSV) or Outlook (vCard).



http://stakeholder.energypedia.info

StarWiki Mix & Match

With the StarWiki Stakeholder Management System you are as flexible as needed. Feel free to create wiki pages to develop cooperation strategies within your team, make lists of topics to be discussed at the next stakeholder meeting, integrate a joint calendar or document all project-related information, etc.

The Stakeholder Management System is a StarWiki tool. Contact us for setting up the Stakeholder Management System and feel free to mix & match it with other tools or use cases.

Grant Management and Monitoring System



Manage your grants efficiently with the StarWiki Grant Management and Monitoring System. Keep track of all funded projects from the application to the implementation phase. Improve your results-based

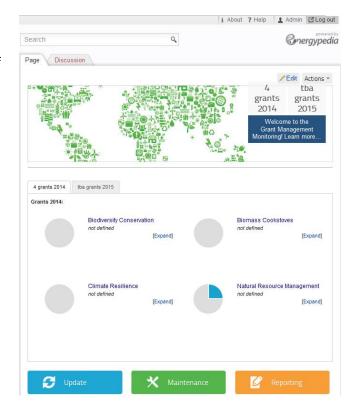
Are you looking for a more efficient solution to manage your funded projects?

monitoring, knowledge management and reporting with one

tool. Our system furthermore supports your grant management by indicating if important project documents and reports are missing and when crucial deadlines are coming up.

Highlights

- The Management Cockpit shows all pending applications, ongoing and completed projects.
- Data can be linked to the monitoring system of your fund or grantee, displaying its progress and milestones in charts and overviews.
- * Automatically generated tables use a traffic light system to show whether projects are being processed in a timely manner.
- A country database linked to the application management system creates pages with project-related country information.
- An overview tool highlighting outdated data sets optimizes data management.
- Interactive overview of maps and diagrams.



StarWiki* Mix & Match

While using the StarWiki Grant Management System you have many additional features available. Create wiki workspaces for grantees, use databases for stakeholder management, create team pages (to-do lists, monthly meeting etc.) or publish selected information on a public website.

The Grant Management System is a StarWiki tool. Contact us for installing the Grant Management system and feel free to mix & match it with other tools or use cases.

Project Database



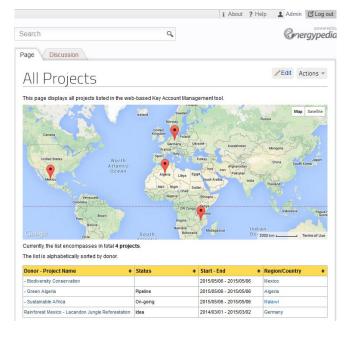
StarWiki allows for setting-up various types of Project Databases for projects within your organization. This database captures all relevant information on your projects'

thematic focus, implementation, status, deadlines, resources and location. Such information is shown in forms of text, tables, charts and maps. Moreover, the database facilitates the identification and use of synergies by intuitively linking the project's information to country, contact person, intervention areas and/or related publications.

Are you tired of multiple, long Excel lists of which the latest version keeps getting lost in email attachments?

Highlights

- * Manage all projects in one up-to-date database and keep track of deadlines, resources, etc.
- Being able to answer questions from donors or the public on the specific projects' status and outcomes.
- Decentralized input by project managers.
- Comprehensive search and filter functions.
- * All projects, related events and publications are tagged with specific keywords and thus become easily searchable.
- A uniform design of project forms increases comparability.
- Avoiding Redundancy: No duplication of data input (e.g. contact details); Data will be entered once and can be shown in different pages (interlinkage).
- Display of information in maps, graphs and tables.
- Allows for exporting data in Microsoft Excel format.



StarWiki Mix & Match

Combining databases and wiki pages is the key advantage of StarWiki. Manage project data in a structured way and generate overview pages on demand. Stay flexible by creating wiki pages for brainstorms or to-do lists, and maintain a joint calendar or file gallery.

The Project Database is a StarWiki tool. Contact us for installing the Project Database and feel free to mix & match it with other tools or use cases.

Publication Database



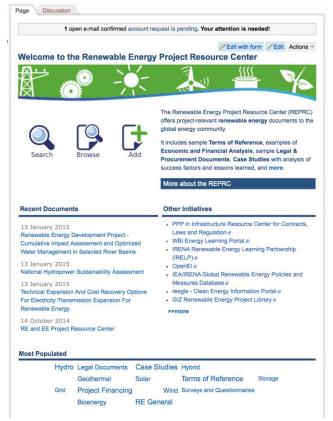
With the StarWiki Publication Database it is easy to manage, upload, share and search for publications or files within your team or organization. Instead of saving files on one computer or internal server, it

is possible to save them online and thereby making them available to anyone who is allowed access, anywhere and anytime as long as there is an internet connection.

Would you like to store your collection of files in one coherent system and have it available at all times?

Highlights

- Customized form with pre-defined fields, including, for example, author, year, language or key words.
- Upload files to the online system or link to publically available sources on the Internet.
- Uniform tagging system for publications to categorize and match topics as well as displaying the most occurring themes in a "tag cloud" graphic.
- Look for documents by browsing through the entire database or by typing key words in a detailed search mask.
- A newsfeed function to display latest documents and updates.



https://energypedia.info/wiki/Renewable_Energ y_Project_Resource_Center



In addition to a regular database, StarWiki offers you further wiki features to discuss and coordinate publications in a working group or to publish them on a public section of your StarWiki platform.

The Publication Database is a StarWiki tool. Contact us for installing the Publication Database and feel free to mix & match it with other tools or use cases.

Consultant Database



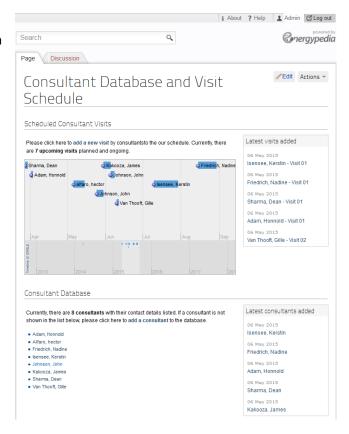
The StarWiki Consultant Database allows you to collect all your consultants' information in one, concise system. Instead of saving the information in files on one computer or internal server, it is possible to save them

Which consultant speaks
Spanish? Who is visiting my
colleagues in April?

online, thus making them available to anyone who is allowed access, anywhere and anytime as long as there is an internet connection. This database also provides the option to schedule visits of particular consultants, so your colleagues have a clear overview of who is visiting when. With this knowledge, visits can be coordinated efficiently within several departments or teams of your organization.

Highlights

- Capturing all relevant contact data for each consultant, including their skills and expertise, in one system.
- Possibility to have the consultants update their own profile.
- Comprehensive search function, e.g. according to language and skills of the consultants.
- Integrated visit schedule to plan efficiently.
- * Newsfeed function to display updates and latest added consultants.
- Possibility to have your colleagues rate the expert and share their experiences (only made visible to your team or selected users).
- Export required contact details from the online system into Microsoft Excel (CSV) or Outlook (vCard).



StarWiki Mix & Match

With StarWiki you have a highly flexible system. You can create wiki pages to discuss topics or prepare events together with your consultants. It is furthermore possible to provide the consultant with limited access to certain parts of your platform, to share information or ask him or her to contribute to discussions or data input.

The Consultant Database is a StarWiki tool. Contact us to install the Consultant Database and feel free to mix & match it with other tools or use cases.

Operations Manual



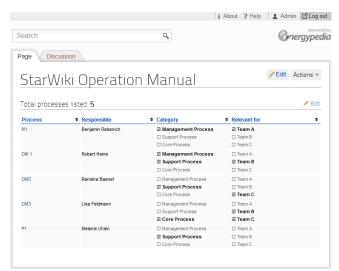
The StarWiki Operations Manual helps to document and organize the various processes of your organization or project in one tool to ensure consistent results. Besides including tasks and procedures

for the entire organization, you can also set up separate
manuals for each department or project. This tool can
contain various information, ranging from detailed process descriptions
and categorizations to responsibilities, checklists, guidelines, training manuals and policies.

Do you want to structure the various procedures and guidelines of your organization in one accessible tool?

Highlights

- The standard operating procedures can be compiled under various categories to which responsibility and relevance can be appointed.
- Structure and transparency in the definition and operation of key processes ensure strategic planning and decision-making.
- Providing a competent hand-over in case of staff changes or holiday replacements.
- Identify gaps in work processes.
- Any project member can access the content from any computer, at any given time.
- * The user rights management allows for different access and edit rights for team members.
- Upload key documents and forms or put a link from your wiki page to your existing internal server or file management system.



StarWiki* Mix & Match

With StarWiki you can mix and match various use cases and tools to optimize the usability of your Operations Manual. It is, for example, possible to set up Working Groups, To-Do Lists or a Joint Calendar.

The Operations Manual is a StarWiki tool. Contact us for installing the Operations Manual and feel free to mix & match it with other tools or use cases.

Joint Agenda



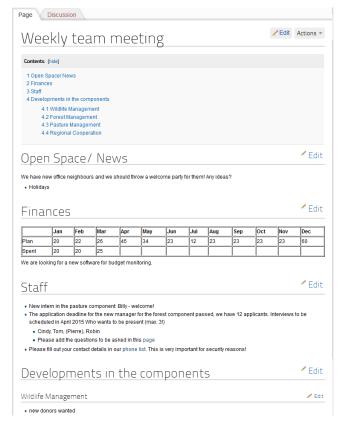
In StarWiki it is very simple to set up and maintain a Joint Agenda which can be used for regular meetings. Everyone who joins a meeting can enter and modify his or her discussion points before the meeting takes

place. While established points of discussion remain the same, new topics can always be added and existing ones can be updated.

Save time by planning, conducting and documenting meetings jointly in one system!

Highlights

- Every participant in a meeting can add new agenda points at any time.
- Distinguish between information to be shared and points to be discussed.
- No need to take extra notes of the meeting: As everybody writes down his or her relevant input, the agenda of the meeting can serve as minutes. Past versions can be linked to the main agenda.
- Within the agenda links can be integrated to lead to certain documents or other relevant pages and information.
- Images or graphics can be included to create a more diverse outline.
- * Option to look up an earlier version of the wiki page in the history section or through linking to the last "finalized" agenda.
- Allows for exporting information in PDF format.
- Display the joint agenda with all relevant information during the meeting on a screen or wall.



StarWiki Mix & Match

A Joint Agenda within a wiki page is a powerful use case as you can link detailed information or results of specific tasks from the agenda to other pages, keep minutes, set up To-Do Lists or combine it with a Joint Calendar.

The Joint Agenda is a general wiki use case, which can be easily set up by yourself in your StarWiki. Feel free to mix & match it with other tools or use cases.

Absence and Event Calendar



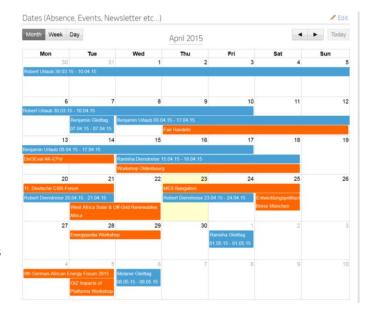
The coordination of absences, appointments, visits, deadlines, and general events with colleagues, partners and other stakeholders can be efficiently realized with a calendar in our StarWiki.

Important deadlines, absences and meetings can be scheduled in one joint, web-based StarWiki calendar, thereby creating one clear daily, weekly or monthly overview.

Are you looking for a calendar application that also links to your project or organizational data?

Highlights

- Organize absences of your staff in one calendar.
- * Keep track of visits of e.g. consultants coming to your project.
- Use the calendar to share information on events.
- * Categorize different entries by type (e.g. internal meeting, event, absence, etc.) or topic and display them in a legend. This categorization can be defined according to the specific needs of your organization.
- Transparent overview to its users who could, for example, see if a certain partner is visiting a team to also make an appointment with this person on the same day to save time and money.



- *Option to an extended explanation of the calendar entry in which more details such as an in-depth description of the business trip, location, contact details, website, etc. can be mentioned. Also the event documentation can be included, either in the entry field or by linking to another wiki page.
- * The data entry of an event can be centralized, but the event information can also be displayed on other pages or on separate calendars.
- Display your events with geolocation on an interactive map.
- * Possibility to have several calendars in one platform, with their entries displayed in a joint calendar overview.

StarWiki Mix & Match

In addition to your Joint Calendar create pages with background information on the event, crosslink with other StarWiki tools like a Contact Database to document who has participated in which event or set up working groups.

The Joint Calendar is a StarWiki tool. Contact us for installing the Calendar and feel free to mix & match it with other tools or use cases.

To-Do Lists



A convenient option of StarWiki is the creation of To-Do Lists on a simple wiki page. Draw a table for any issue you are working on specifying the next steps, tasks, responsibilities and deadlines. Each item

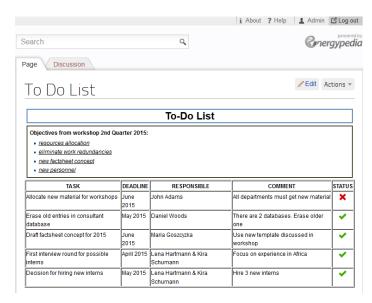
can be linked with other pages and documents, and can be check-marked when completed. Comments can be added as

Do you want to easily create to-do lists, thereby gaining an overview of the progress?

well. Furthermore, it is possible to set certain goals and indicate their status. This gives a clear overview for its users as well as its supervisors in regard to how the process can be efficiently coordinated.

Highlights

- To-Do Lists can be entirely structured to your liking or by using templates to ensure uniformity.
- The status of a specific task can be visualized through the use of icons or color schemes.
- Link items on the To-Do Lists to other pages or documents to, for example, display the result of the task.
- Easily coordinate and assign tasks as a group in a transparent way.
- Possible to use as a personal or a joint team To-Do List.
- Include images or graphics to create a more diverse outline.



StarWiki Mix & Match

You can optimize your To-Do Lists by combining them with a Team Meeting Agenda, File Gallery, Working Group or Newsfeed. It is also possible to combine them with WebMo to monitor your team's activities.

The To-Do List can be easily created by yourself in your StarWiki. Feel free to mix & match it with other StarWiki tools or use cases.

Event Preparation & Documentation



The many advantages of a wiki become evident when it is used for the organization of events, with several organizers from different places. The StarWiki Event Preparation & Documentation application

supports steering or organizing committees as it offers a common platform for setting the agenda, preparing participant

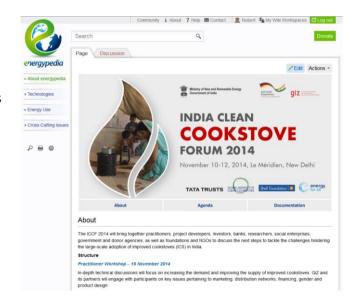
lists, sharing relevant documents or working on joint to-do lists and timetables.

This wiki application can also be used to involve all participants actively in the planning process and thereby increases fruitful outcomes of the event.

Would you like to prepare and document events and thereby actively involve all participants?

Highlights

- Bringing ideas and important discussion points together in a clear overview is especially useful when dealing with participants from different fields or locations.
- Work collaboratively on the agenda, timetables or to-do lists for preparing your event without having to send many emails around.
- Informative content can already be shared online before the actual meeting takes place, which leaves more time for discussion during the actual gathering.
- Participants can be invited to discuss relevant topics prior, during and after an event.
- List responsible persons and contact details, so everyone knows whom to contact for what.
- Document your event in real time, including linking of PowerPoint presentations and PDFs, and have them immediately accessible for all participants.



https://energypedia.info/wiki/India_Clean_Cookst ove_Forum_2014

- Include images, graphics or videos to create a more diverse outline.
- Allows for exporting information in PDF format.

StarWiki Mix & Match

You can create as many wiki pages for your event planning as you like. Through combining the various wiki use cases and StarWiki tools, such as To–Do Lists, a Joint Calendar or a File Gallery, you can optimize your Event Preparation & Documentation.

The Event Preparation & Documentation is a general wiki use case, which can be easily created by yourself in your StarWiki. Feel free to mix & match it with other StarWiki tools or use cases.

Public Knowledge Sharing



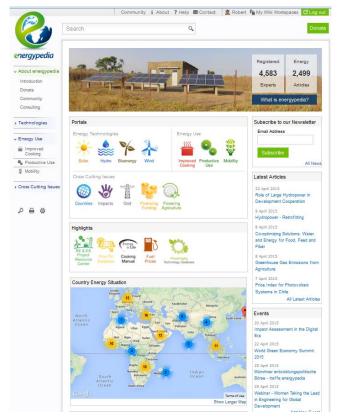
A wiki is a great tool for sharing information with the public. Wikipedia is the best example for that. With StarWiki it is possible to create a public wiki that is entirely free to edit by anyone who registers or a wiki with

certain sections only accessible to selected members. The public website can be kept basic by displaying information in a general page set-up or can be extended through the use of different StarWiki tools.

Are you interested in setting up a public website in an easy, quick and low-cost way?

Highlights

- Create your own, public wiki by making your knowledge available to the general public.
- Share only selected information from your internal platform with a wider audience.
- * Have your own internal platform but share files with the public (public download area).
- Engage experts from your community of practice by inviting them to become authors of your wiki to build a state-of-the-art knowledge platform.
- * The platform can be entirely customized with icons and maps and structured to your liking.



http://www.energypedia.info

StarWiki Mix & Match

Your Public Wiki can be optimized by combining various StarWiki tools and wiki use cases, such as a File Gallery to share publications, a Job Portal to announce open vacancies and a Newsfeed or News Blog to update visitors.

The Public Wiki is a StarWiki tool. Contact us for installing the Public Wiki and feel free to mix & match it with other tools or use cases.

Matchmaking



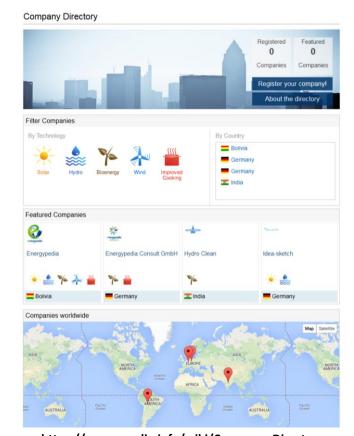
With matchmaking tools you can detect something or someone you are looking for and then connect or link up. The Matchmaking tool serves as a marketplace where "sellers" and "buyers" exchange services, knowledge and products on the

Do you want to quickly be able to find the perfect match for what you are looking for?

same platform. If you are, for example, looking for a company that produces solar panels, instead of browsing through many lists, files or possible contacts on your computer or the internet, you simply enter the key words into a search field of the tool. The matchmaking database is then linking your search entry with all the solar panel companies that are listed in the system. Of course it is possible to narrow down your search criteria to, for example, a certain region or price range.

Highlights

- Identify synergies and overlaps.
- * Be aware of what others are working on and thereby save time and resources by avoiding double work.
- Find quickly what you need in a concise project matrix.
- Link information to other data or documents.



https://energypedia.info/wiki/Company_Directory



StarWiki offers a wide range of features that allow matchmaking, such as tagging content and creating pages with products or services you need or offer. The Matchmaking tool can be applied to consultant, project and publication databases to optimize their functionalities.

Matchmaking is a StarWiki tool. Contact us for installing the Matchmaking tool and feel free to mix & match it with other tools or use cases.

Inquiry Management System



When you occupy the position of an advisor, you need to respond to inquiries quickly and competently. Therefore it is crucial to have a well-structured knowledge pool and a tool to process the inquiries. The StarWiki Inquiry

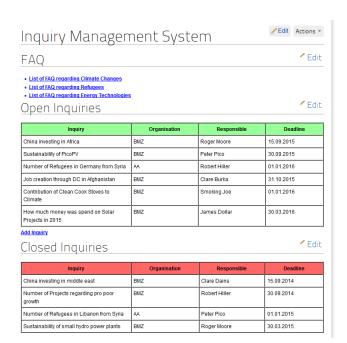
In need of a questionanswer catalog to be able to respond to client inquiries?

Management Tool provides exactly those two functionalities. On

the one hand, it collects all incoming questions and their matching answers. On the other hand, it documents the status of all requests and their responsible staff member. This ensures that no inquiry is forgotten and that the team efficiently divides tasks.

Highlights

- Document all incoming inquiries and assign them a responsible person, deadline and processing status.
- Flag an inquiry if it causes difficulties and needs to be discussed with the whole team.
- Share a list of pre-phrased answers to the most frequently asked questions (FAQ) with all colleagues.
- Update the list of answers whenever new (research) finding are available or the context changes.
- * Access the Inquiry Management System even when you travel.



StarWiki Mix & Match

As an advisor you probably deal with a lot of technical knowledge. With the StarWiki Publication Database you can easily file and retrieve all relevant documents from your area of expertise. Directly link publications to your FAQ answers to back them up academically and provide for the readings.

The Inquiry Management System is a StarWiki tool. Contact us for installing the Inquiry Management System and feel free to mix & match it with other tools or use cases.

Inventory



The StarWiki Inventory is a table capturing all equipment that your organization currently processes. It lists all items with a short description, location, their value, the date they were purchased and, if appropriate, which

donor paid for them.

Do you need to know at all times what equipment and material your organization has?

Highlights

- Keep an overview of your materials.
- Know what is where.
- * Be able to respond to any donor inquiry of how money was spent on material procurement.
- * Keep track of your expenditures for equipment.
- Get a solid basis for decision-making when it comes to buying new things.

tem ID	Description	Value	Location	Purchasing date	Donor
#PC01	Desktop PC, hp, Windows 8> InDesign installed	400€	Berlin office, room 2.006	12.08.2012	UNICEF
#PC01	Laptop, lenovo T420, Windows 8	420€	Berlin office, room 1.023	01.12.2014	UNICEF
#FU02	Table	130€	Frankfurt office, lobby	01.01.2014	Save the children
#EE01	Proyector including remote control	99€	Frankfurt office	01.01.2014	Save the children
#FU03	Shelf, 1,50m, oak	60€	Mumbai office, room 1	01.01.2014	Save the children
??	Coffee machine	50€	Frankfurt office, kitchen	30.04.2013	-
#EE23	Printer, Deskjet 2266	220€	Berlin office	02.07.2014	UNICEF

StarWiki Mix & Match

As part of a holistic StarWiki working platform, the Inventory could be linked to entries of the Project Database or Stakeholder Management Tool when equipment is connected to certain projects or paid for by a certain donor. Simply create an Inventory on a regular wiki page by drawing a table and defining the columns that you need to.

The Inventory is a general wiki use case, which can be easily created by yourself in your StarWiki. Feel free to mix & match it with other StarWiki tools or use cases.

Working Groups



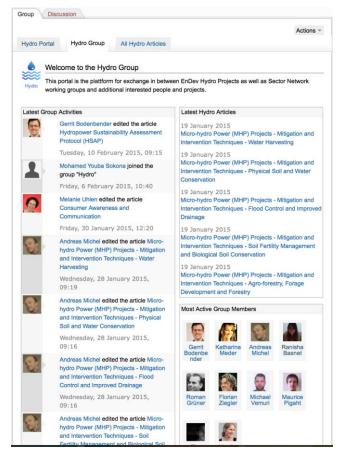
With StarWiki, you can create different pages to support Working Groups. Working Group pages can be created to easily organize, plan and document their activities. This set-up enables you, your colleagues, and

Do you wonder how project teamwork can be made more efficient?

partners to work together and exchange information in a more structured and clarifying way. It is possible to join different groups at the same time and to send messages to their members.

Highlights

- Set up a working group environment in your StarWiki and organize your projects more efficiently.
- * Create a separate closed working space for a particular group of people through a user rights management system.
- Allow users to connect with like-minded coworkers of different departments in an organization who are working on the same topic.
- A clear overview displaying updates and information in a newsfeed such as the latest group activities, the most active group members, latest articles, etc.
- * Access, update, integrate and share information from any location at any time.



https://energypedia.info/wiki/Portal:Hydro



In StarWiki Working Groups it is easy to link pages to other data or documents and to add as many wiki pages and features as required, such as a Joint Calendar, Social Profile or a File Gallery.

The Working Group is a general wiki use case, which can be created by yourself in your StarWiki environment. Feel free to mix & match it with other StarWiki tools or use cases.

Business Trip Planner



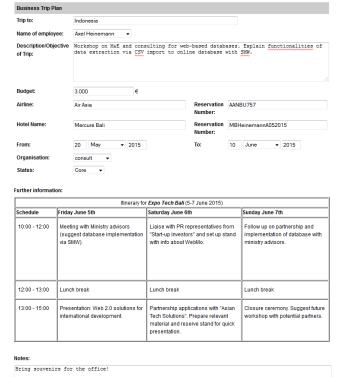
With the StarWiki Business Trip Planner it is very convenient to organize itineraries for business trips. The detailed itinerary of a trip can be noted down and shared with colleagues or partners. This makes the organization of business travel more efficient

and productive, as changes can immediately be shared with everyone and appointments rescheduled accordingly.

Do you want to make the most out of your business trips as well as save time and money?

Highlights

- Create and update the itinerary together with the counterpart you are visiting.
- Generate a checklist of all relevant actions to be undertaken (e.g. booking flight, accommodation, visa application) and required documents to be available.
- * Have an online accessible back-up by uploading and linking all relevant documents or pages (e.g. tickets, reservations, contacts, strategy) for your business trip to the itinerary.
- Document your results, agreements and necessary next steps.





Create your personal wiki page for your next business trip with links to car rentals, hotels and country information. Mix and match various wiki options to share your outcomes with others, set up To-Do Lists and plan follow-ups in a Joint Calendar.

The Business Trip Planner is a general wiki use case, which can be easily created by yourself in your StarWiki. Feel free to mix & match it with other StarWiki tools or use cases.

File Gallery

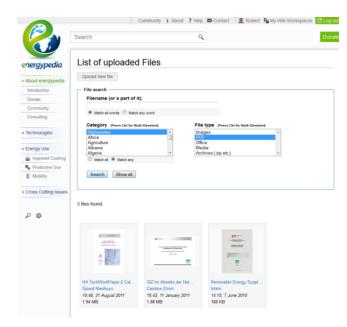
Within the StarWiki File Gallery it is easy to upload, search for and share various files of different types. The documents can be alphabetically sorted, for example, by country or research area

and searched for by filename or tag.

Would you like to easily navigate through your various files and have them available everywhere and at any time?

Highlights

- * Tagging or categorization of files to make them easily searchable according to different topics.
- * Tag cloud function to showcase most popular themes.
- * Having files online available makes them accessible to all registered users, anywhere and anytime as long as there is an internet connection available.
- * A browse as well as a more specific search function according to file type and categories.
- * A newsfeed function to display latest uploaded documents and updates.
- Customized form with pre-selected mandatory fields for uploading different types of files (e.g. PDF, .doc, .exe, .csv).
- PDF preview available to browse through the file page by page before downloading.



https://energypedia.info/wiki/Special:Filegallery

StarWiki Mix & Match

The File Gallery can be optimized through combining it with other use cases or StarWiki tools, such as To-Do Lists or publishing (a part of) your files on a Public Website.

The File Gallery is a StarWiki tool. Contact us for installing the File Gallery and feel free to mix & match it with other tools or use cases.

Social Profile



All registered users of your StarWiki tool or platform have a profile page which can be adjusted according to your needs or privacy policy. With this functionality, background information, such as expertise, education and work

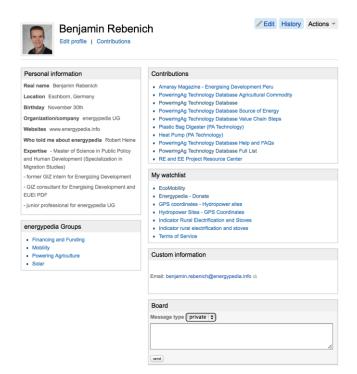
experience, as well as contact details, a photo and a list of "Contributions" (written articles) can be shown to other users.

Are you interested in finding out more about the brains behind all the information and are looking for network opportunities?

This social profile makes it easier for users to have an overview of the different experts contributing to the wiki, with the possibility to get in touch with another user.

Highlights

- Read more about the background (e.g. expertise, organization, contact details) of the author or editor of single wiki pages.
- View articles or edits written by the same user.
- Send public or private messages to a particular person.
- Serves as networking opportunity.





With StarWiki you can create various pages with general or more detailed information related to its users, as well as team pages with links to the profiles or Working Groups.

The Social Profile is part of your StarWiki. Feel free to mix & match it with other StarWiki tools or use cases.

Who We Are

Energypedia Consult offers innovative web-based IT solutions as well as consultancy services for organizations and programs in the field of development cooperation.

We are a team of passionate people believing that the development sector needs modern tools for collaboration, monitoring and knowledge management.

It all started in 2007 with an internal wiki developed for the multi-national impact-oriented initiative "Energising Development" supporting people to get access to energy, which is implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) (www.endev.info). In 2011, parts of the internal wiki were publicly launched under the name "energypedia". Since this time www.energypedia.info is a wiki platform promoting the expansion of renewable energy and energy efficiency in developing countries through knowledge exchange.

In 2012, energypedia became an independent nonprofit organization. In the same year, energypedia founded energypedia consult as its commercial subsidiary to meet the growing demand of more and more people from the development sector for web-based knowledge management solutions like energypedia.info and web-based project management systems. Consequently, together with our clients, we developed web-based solutions for project and knowledge management. However, we do not only provide IT services. Our custom-made online platforms go hand in hand with consultancy on results-based monitoring as well as on knowledge and project management. Doing this, we place great value on a solution-based approach. Currently, we support over 40 platforms with more than 5,000 users worldwide.



Selected References

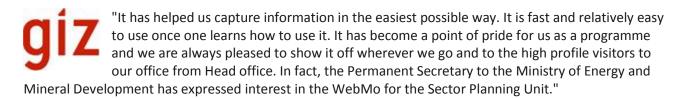


"In cooperation with energypedia consult GmbH, DW Akademie developed a **Akademie** customized system for web-based monitoring on the basis of WebMo in 2014 within a very short period of time. It collects DW Akademie's multi-year

projects, continuously documents their progress in Management Cockpits (country/region/world) as well as monitors and evaluates their results. WebMo currently empowers our international project teams to manage their programs, supervise developments and success and document those. With WebMo they have an integrated platform for management that is independent of location and supports reporting.

WebMo combines issues such as proposal drafting, project management and monitoring - and thus replaces existing isolated solutions. It lays the foundation for collaborative project work and is by now used for the work in all focus countries of Deutsche Welle Akademie. The cooperation with energypedia consult GmbH ran and runs smoothly and above all: WebMo is very stable! The results-focused and competent staff from energypedia consult GmbH and their experience in the context of development policy were and are key success factors for the great success of our WebMo. "

Deutsche Welle Akademie



"Colleagues in regional offices in Northern Uganda can access real-time updates especially what has been discussed in the weekly Jour Fixe meetings. It keeps us up to date with what is happening in the programme on a more regular basis as opposed to waiting for a general monthly meeting (as was in the past) to hear an update about an activity. It has made day to day monitoring much simpler and we believe a cheaper procedure. In turn, there are synergies between Commissions and at Component level."

"The WebMo team is very supportive, especially since we are running 3 Commissions that have different implementation phases. Response to questions is fast and with a workable solution. We would like to give a very big thank you to the team for this!"

Deutsche Gesellschaft für Internationale Zusammenarbeit, GIZ Programme in Uganda

Our Software as a Service

Software as a service (SaaS) is a software delivery model in which software is licensed on a subscription basis and is centrally hosted. It is sometimes referred to as "on-demand software". SaaS is typically accessed by users via a web browser.¹

Wiki farm

We have already installed many wikis for our customers. Each costumer wiki is absolutely independent and accessible only to users that are determined by the customer.

However, you will benefit from being part of a larger wiki farm. All users are encouraged to provide feedback and suggestions on use cases and tools to improve their usability. Resulting improvements are applied to all of our managed wikis.

Hosting

Hosting refers to the provision of server capacity and a variety of other technical and organizational foundations that constitute the IT infrastructure through which one can access your wiki on the internet.

Data backup

Data backup is essential, especially for wikis where the content is changed almost daily. Therefore, we back up your data automatically once a day (around midnight CET), so they are not lost in case of emergency. This backup is retained for seven days. In addition, a backup is created once per week and once per month, which is stored for one month or for one year respectively. As a result, it is always possible to restore the content and functionality of the wiki in one of the automatically saved copies.

System monitoring

We take over system monitoring, so that server and wiki run perfectly. We install a system monitoring tool and regularly evaluate its protocols. Our technicians evaluate if there were attacks on the server and if the server's performance is sufficient.

Security updates

All relevant security updates to the server on which your wiki is installed are regularly carried out.

Software updates

In addition to security updates, we also carry out necessary regular software updates to ensure the optimal performance of your online platform. This includes resolving the so-called "bugs", i.e. smaller application problems that can occur with the use of any software. As soon as a bug is reported by you or another customer, we analyze the problem and try to fix it as soon as possible.

User support

We offer technical support in all matters relating to the use of your StarWiki package. Requests should be submitted by email to support@energypedia-consult.com. Excluded are questions about database applications that were created by the customer and were not part of the original contract. We would also like to point out that StarWiki is designed for current browsers. When using outdated versions of browsers (e.g. Internet Explorer 7 or older), individual functions cannot run in an optimal way and may cause display errors.

¹ http://en.wikipedia.org/wiki/Software as a service





energypedia consult GmbH

Ludwig-Erhard-Str. 30-34 65760 Eschborn Germany T: + 49 (0) 6196 / 2029723 info@energypedia-consult.com www.energypedia-consult.com

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