INTERSECTION GROUP

Upgrade to Galaxy Class: The Milky Way Enterprise Map

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Milan Guenther

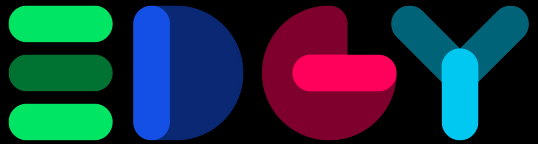
Enterprise Design Associates

teamenu

TRATON

SCANIA

Intersection Group is a **Non Profit Association**

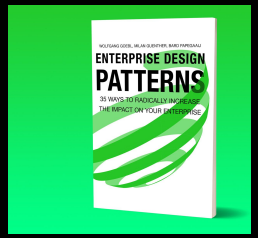


EDGY: a language for Enterprise Design

An open source language to tackle key enterprise challenges by design.

Community and Events

Events for a growing global community of practitioners. Next up: Montréal, Oct 26.



Learning and Publications

Books, certifying courses and digital tools delivered with our partners.

Get in touch to learn more

Join us

From Enterprise Design Theory to Practice: Inside the EDGY Sandbox

Webinar

February 26, 2026, 5pm, CET (Berlin, Paris)

Online

The EDGY Enterprise Scan | Online Course | March 2026

Online cohort-based course

Training

March 10–31, 2026, Tuesdays & Thursdays | 4pm-6pm CET

Online

Partnership Program for Enterprises and Solution Providers

- Help ensure the development of EDGY and our not-for-profit association
- Get support in using and establishing EDGY in your enterprise
- Get your team trained and certified
- Secure your spot as a sponsor at our annual Intersection Conference

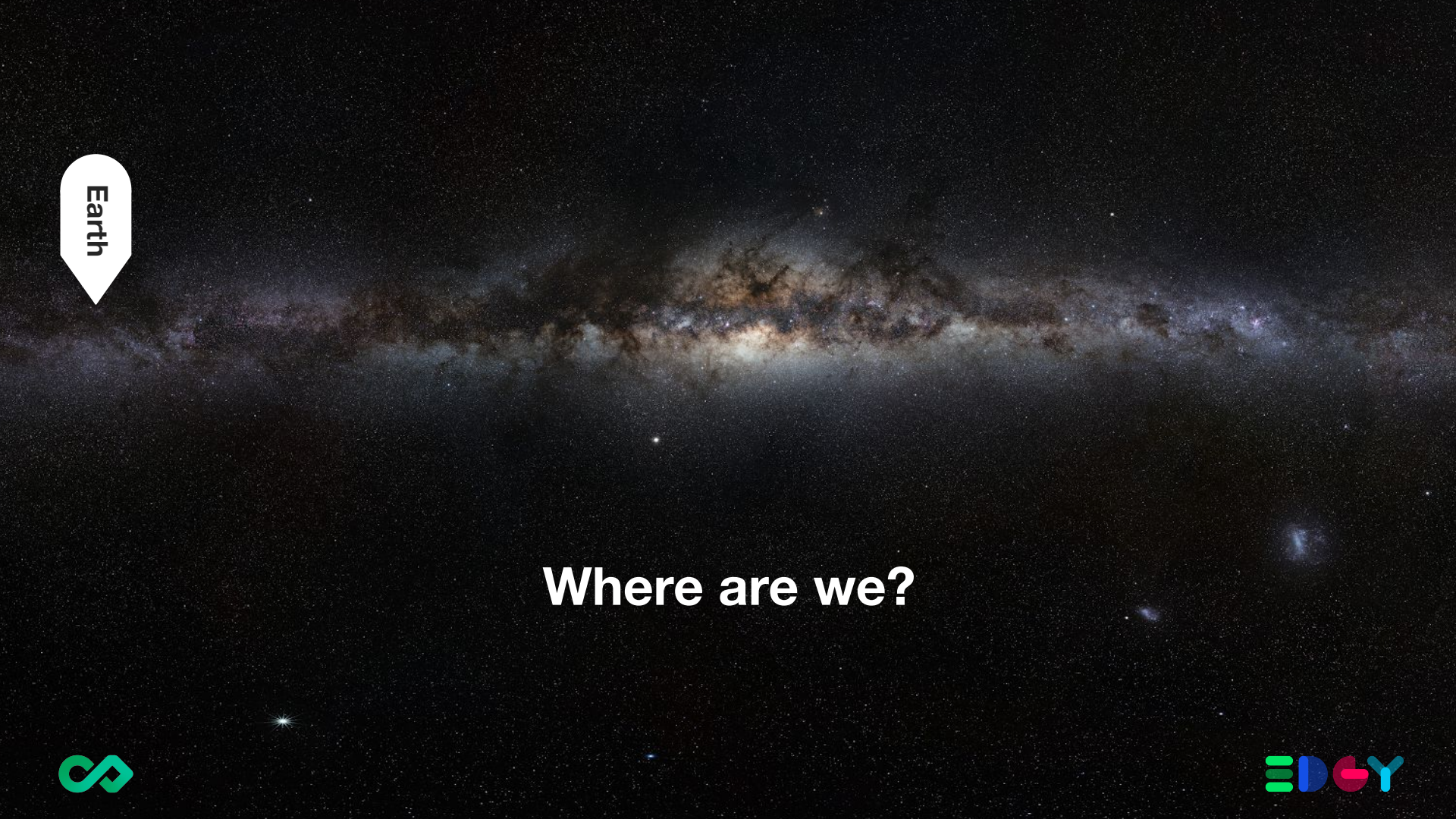
Get in touch to learn more

The Milky Way Enterprise Map

1 Why a geography?

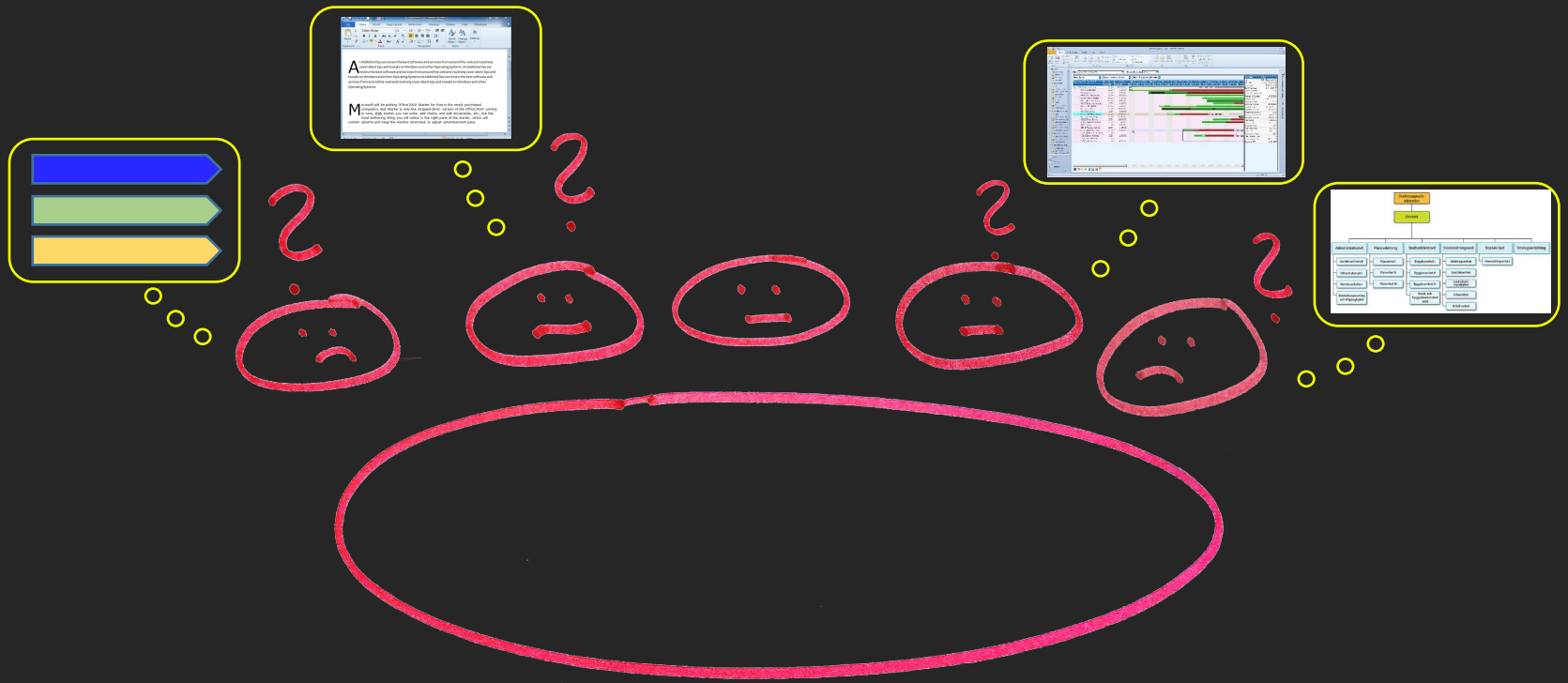
2 Reading a map

3 Making a map


Earth
Where are we?

bla bla
bla...

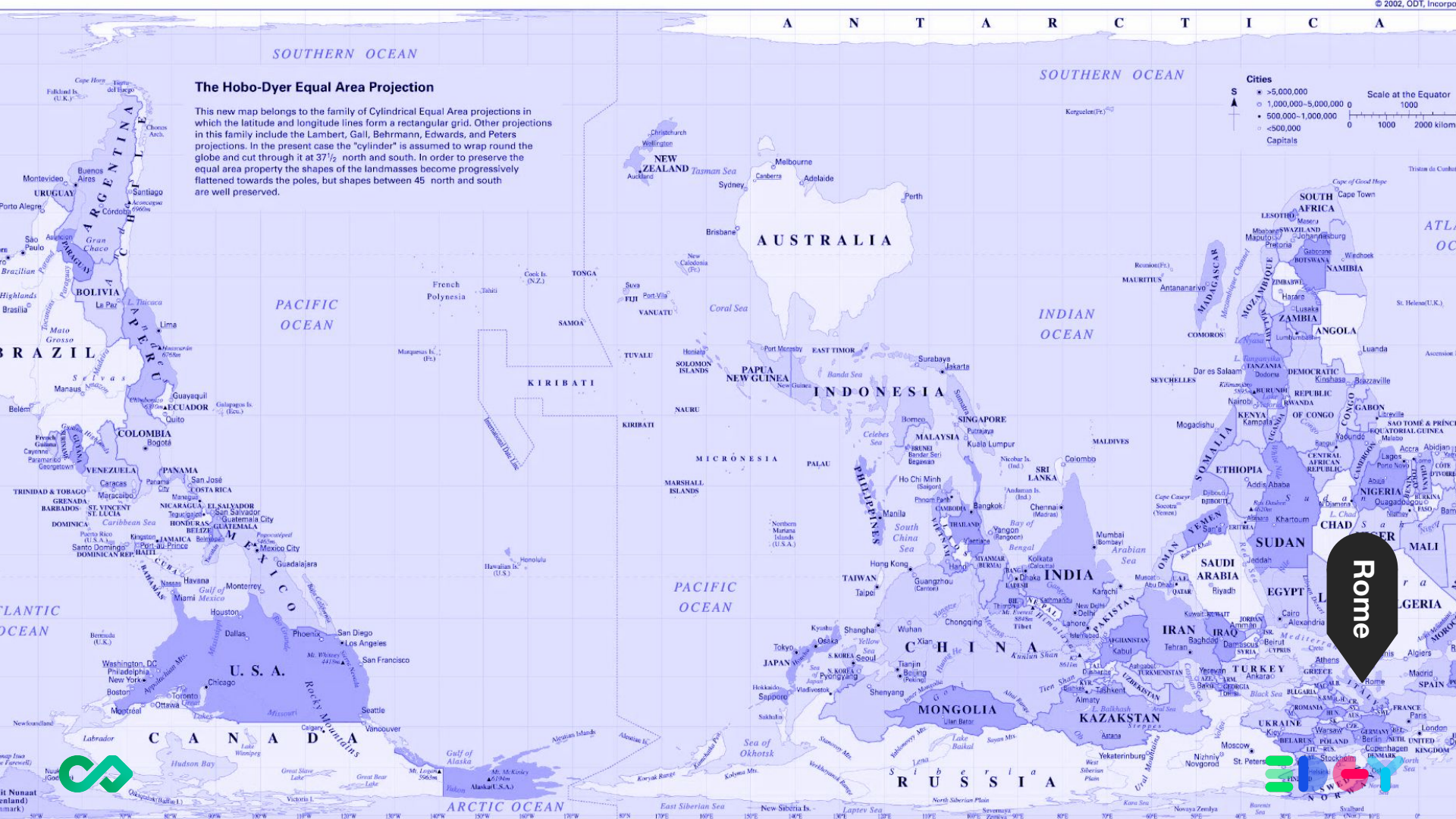
What are we really talking about?



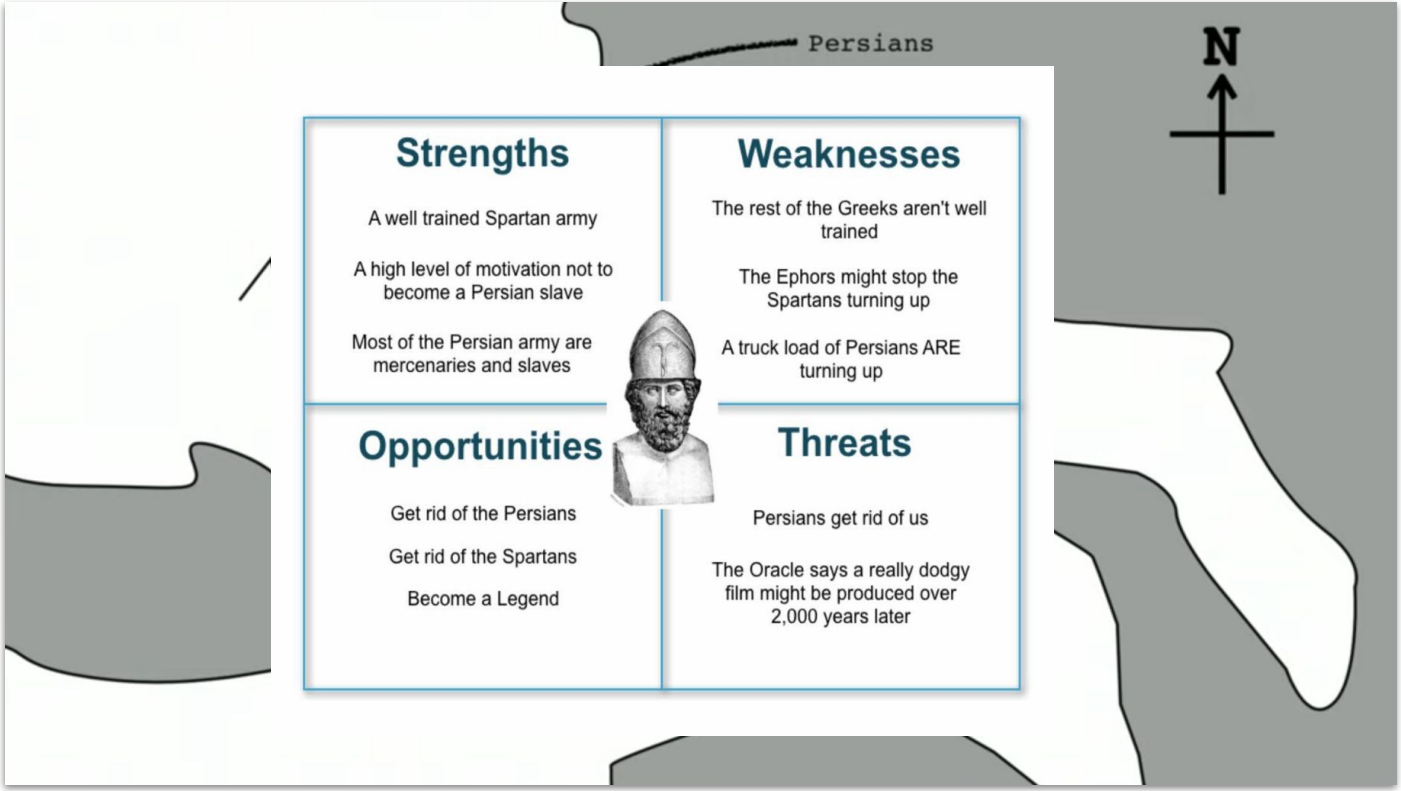
What about other mental models?

We all start from the same model!

© 2002, ODT, Incorpo



What is a map?


Persians
N
Strengths
A well trained Spartan army
A high level of motivation not to become a Persian slave
Most of the Persian army are mercenaries and slaves
Weaknesses
The rest of the Greeks aren't well trained
The Ephors might stop the Spartans turning up
A truck load of Persians ARE turning up
Opportunities
Get rid of the Persians
Get rid of the Spartans
Become a Legend
Threats
Persians get rid of us
The Oracle says a really dodgy film might be produced over 2,000 years later

The Milky Way Enterprise Map

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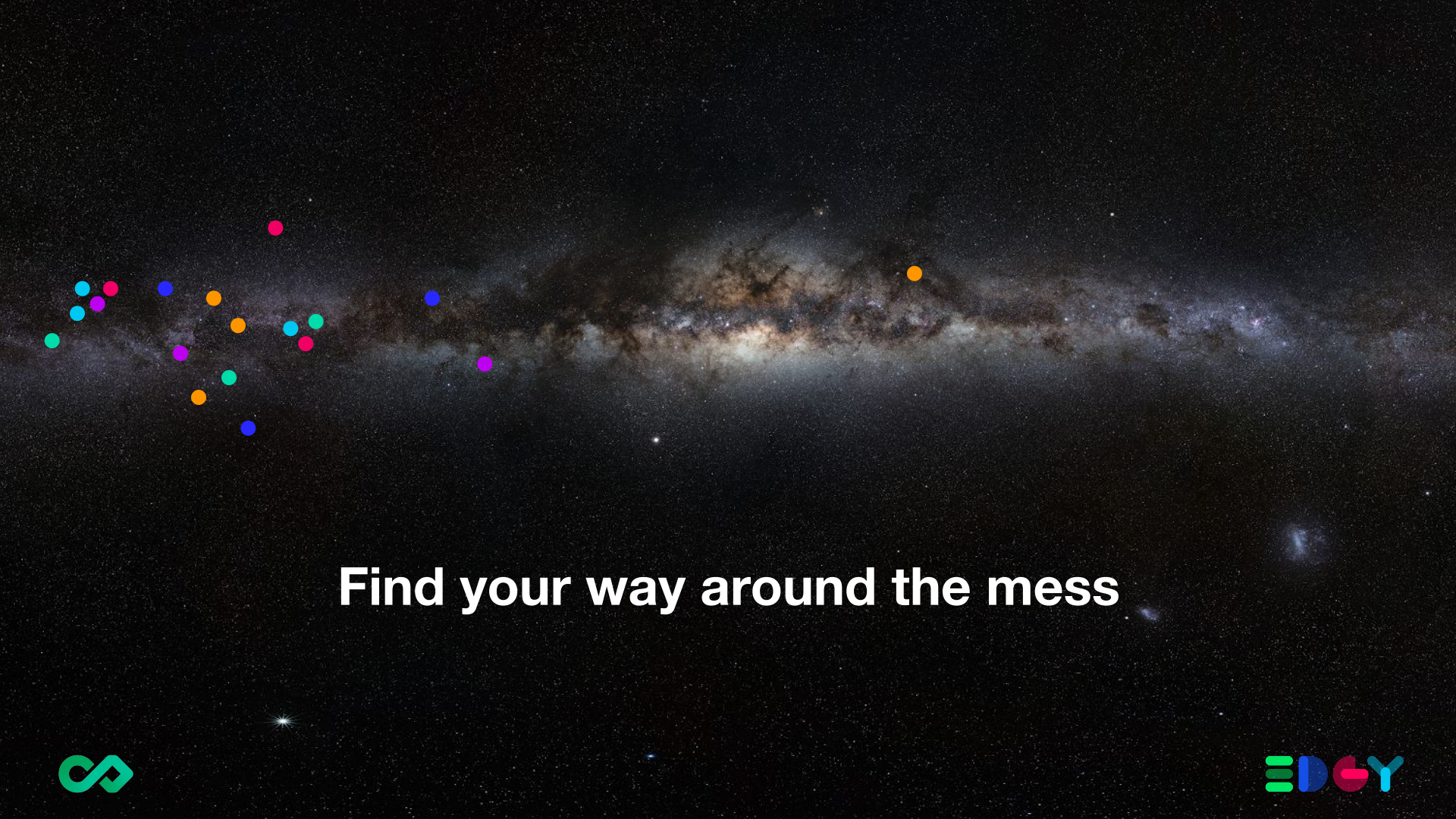
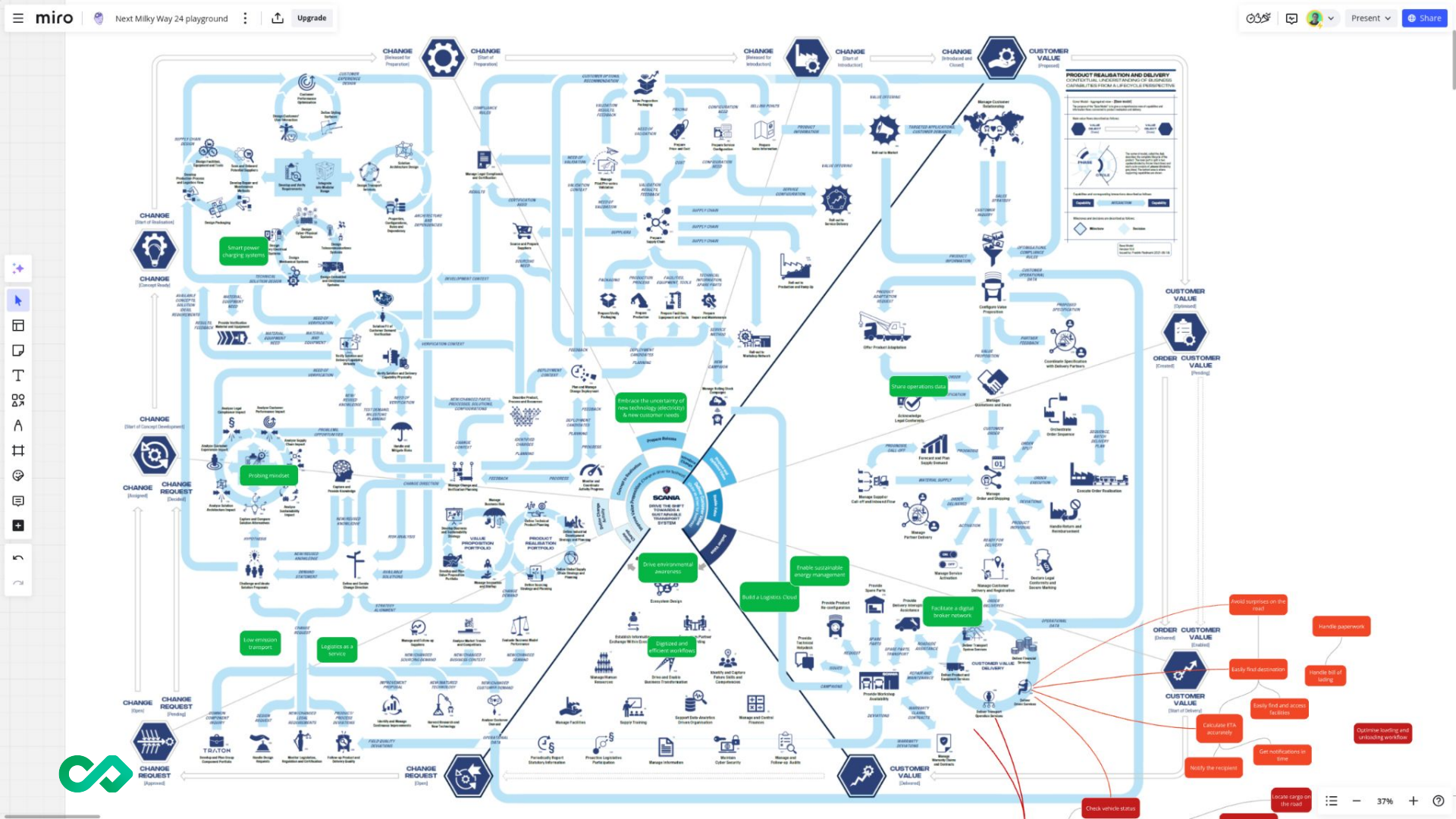
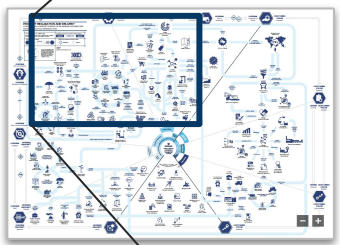

Find your way around the mess


CHANGE
CHANGE
CHANGE
CHANGE
CUSTOMER VALUE
PRODUCT REALISATION AND DELIVERY
CONTEXTUAL UNDERSTANDING OF BUSINESS CAPABILITIES FROM A LIFECYCLE PERSPECTIVE
Smart power charging systems
Probing mindset
Low emission transport
Logistics as a service
Embrace the uncertainty of new technology (electricity) & new customer needs
Drive environmental awareness
Digitized and efficient workflow
Build a Logistics Cloud
Enable sustainable energy management
Facilitate a digital broker network
Share operations data
ORDER CUSTOMER VALUE
CUSTOMER VALUE
Avoid surprises on the road
Handle paperwork
Easily find destination
Handle bill of lading
Easily find and access facilities
Calculate ETA accurately
Optimise loading and unloading workflow
Get notifications in time
Notify the recipient
Locate cargo on the road
Check vehicle status
37%



PHASE

CYCLE

The center of model called the Hub describes the complete lifecycle of the product. The inner part is split in two *cycles* (divided by thicker black lines) and each cycle consists of *phases* (divided by grey lines). The bottom area is where supporting capabilities are shown.

Issued by: Fredrik Flodmark (2021-04-12)

Provide Verification Material and Equipment

Decide and Communicate Development Direction and Progress

MATERIAL, EQUIPMENT NEED

CONCEPT SPECIFICATION

IN-WORK DESIGN

RESULTS, FEEDBACK

MATERIAL AND EQUIPMENT

ANALYSIS

Handle and Mitigate Risks

NEED OF VERIFICATION

NEED OF VERIFICATION

Verify Customer Demand, Solutions and Processes

NEED OF VERIFICATION

ANALYSIS

Analyse Legal Compliance Impact

Analyse Customer Experience Impact

Analyse Product Architecture Impact

NEW KNOWLEDGE

Analyse Supply Chain Impact

Explore and Analyse Requirements

Explore and Compare Concepts

NEW/REUSED KNOWLEDGE

Capture and Provide Knowledge

NEW/REUSED KNOWLEDGE

TEST DEMAND, MILESTONE PLANNING

Analyse Customer Performance Impact

Analyse Sustainability Impact

Create and Define Concepts

CONCEPT IDEA

PROBLEM/DEMAND

DEVELOPMENT DECISIONS, PROGRESSION

Manage Change and Verification Planning

Define Styling Surfaces

Design Customer/ User Interaction

Manage Legal Compliance and Certification

NEED OF COMPLIANCE/ CERTIFICATION

DESIGN, REQUIREMENTS

DESIGN, REQUIREMENTS

SOURCING NEED

Design Cyber-Physical Systems

Design Transport Services

Design Battery Electrical Systems

Develop Repair and Maintenance Methods

Develop and Verify Requirements

Integrate Vehicle and Systems

Design Telecommunications Systems

Design Embedded and Electronics Systems

Develop Production Process and Logistics Flow

Design Mechanical Systems

NEW/CHANGED PARTS, PROCESSES, SOLUTIONS, CONFIGURATIONS

DESIGN, REQUIREMENTS

DESIGN, REQUIREMENTS

DESIGN, REQUIREMENTS

Design Facilities, Equipment and Tools

Scan and Onboard Potential Suppliers

Design Packaging

IDENTIFIED CHANGES

MILESTONE PLANNING

Monitor and Coordinate Activity Progress

CHANGE CONTEXT

CURRENT DESIGNS, PROCESSES, RESOURCES

CHANGE CONTEXT

Describe Product, Process and Resources

RELEASE CANDIDATE

Source and Prepare Suppliers

SUPPLIERS

NEED OF VALIDATION

Pilot/Pre-series Validation

Prepare Price and Co

RELEASE CANDIDATE

Prepare Service Configuration

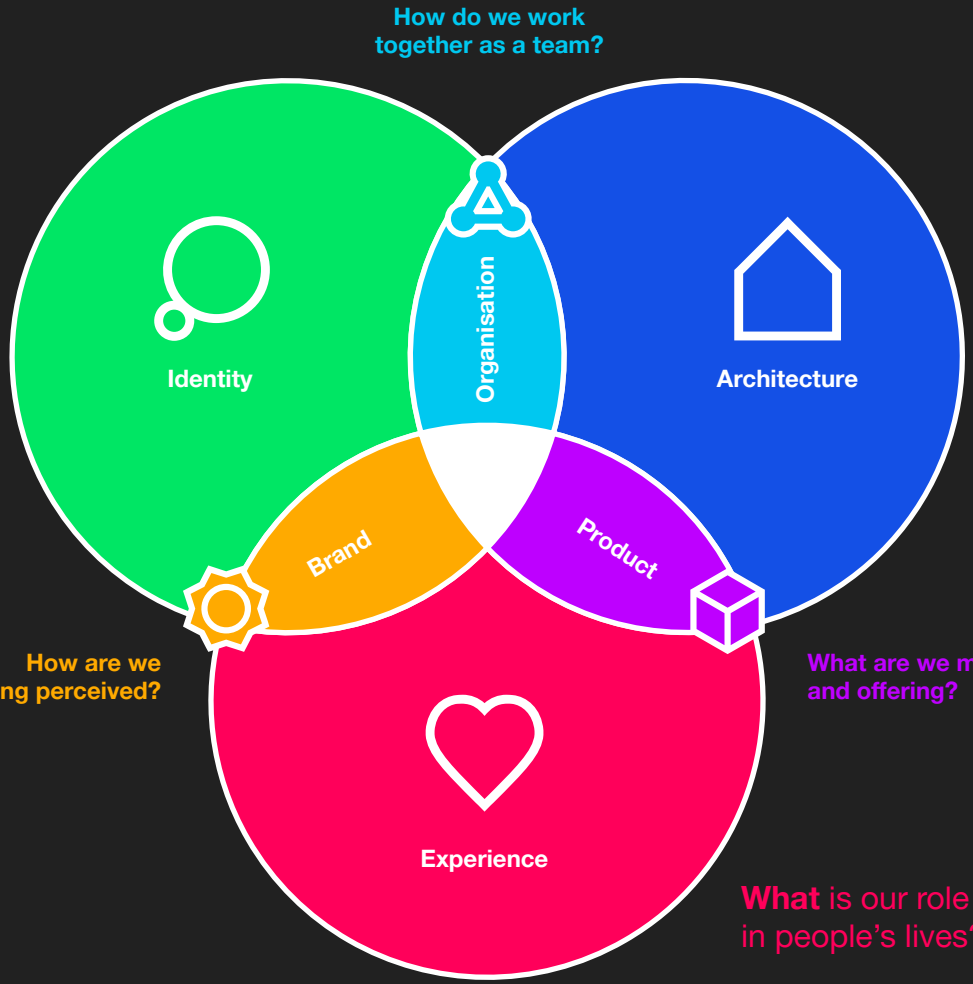
PACKAGING

Prepare/Verify Packaging

PRODUCTION PROCESS

Prepare Production

Enterprise Design Facets



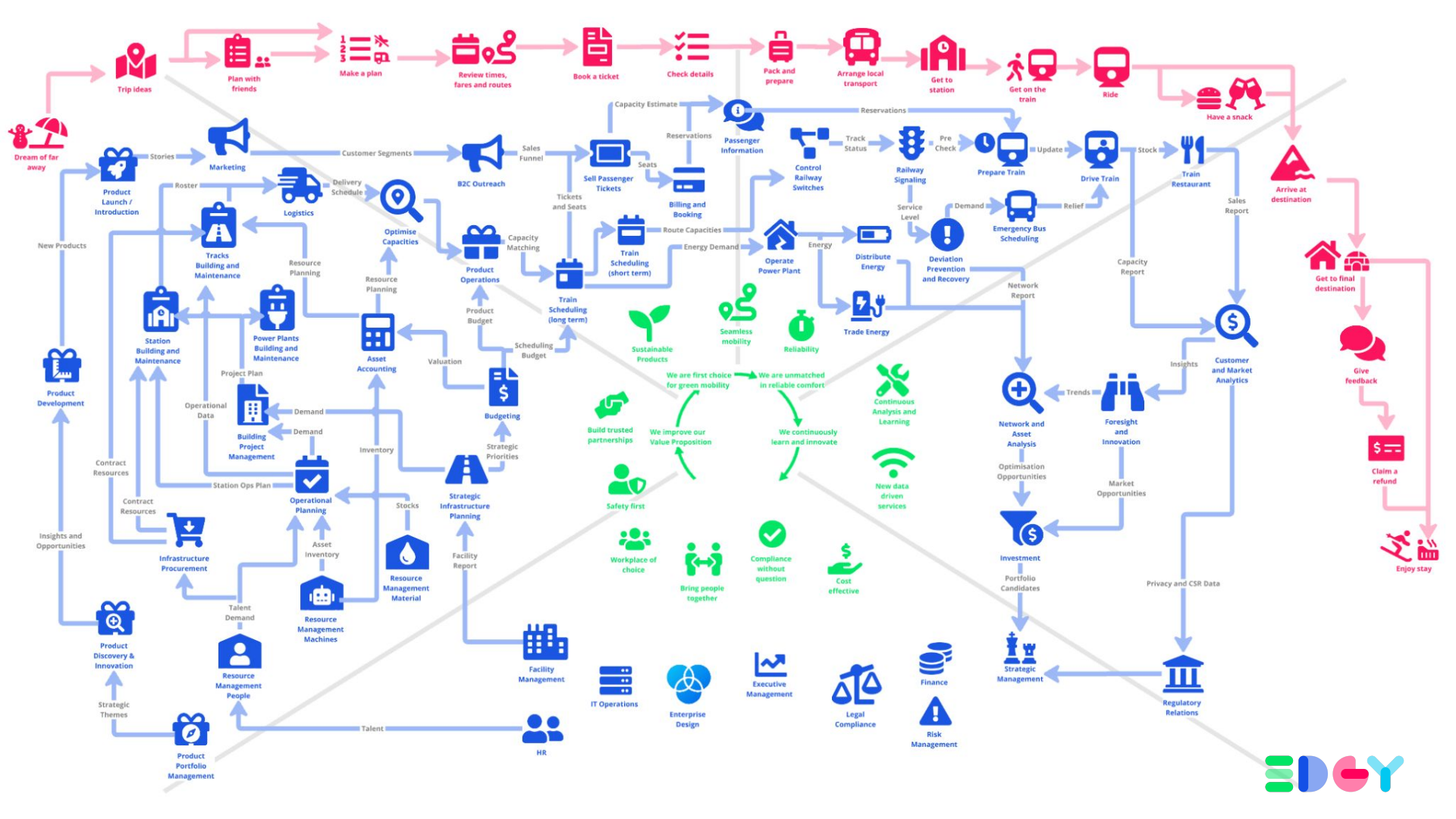
Why do we exist, who are we, what matters to us?

How are we operating and what are we capable of achieving?

How are we being perceived?

What are we making and offering?

What is our role in people's lives?


Dream of far away
Trip ideas
Plan with friends
Make a plan
Review times, fares and routes
Book a ticket
Check details
Pack and prepare
Arrange local transport
Get to station
Get on the train
Ride
Have a snack
Arrive at destination
Get to final destination
Give feedback
Claim a refund
Enjoy stay
Stories
Product Launch / Introduction
Marketing
Customer Segments
B2C Outreach
Sales Funnel
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Tickets and Seats
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Energy Demand
Operate Power Plant
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Asset Accounting
Valuation
Product Budget
Scheduling Budget
Train Scheduling (long term)
Sustainable Products
Seamless mobility
Reliability
Trade Energy
Customer and Market Analytics
Insights
Product Development
Project Plan
Operational Data
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Demand
Budgeting
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We are first choice for green mobility
We are unmatched in reliable comfort
We improve our Value Proposition
We continuously learn and innovate
Build trusted partnerships
Safety first
Continuous Analysis and Learning
New data driven services
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Facility Report
Workplace of choice
Bring people together
Compliance without question
Cost effective
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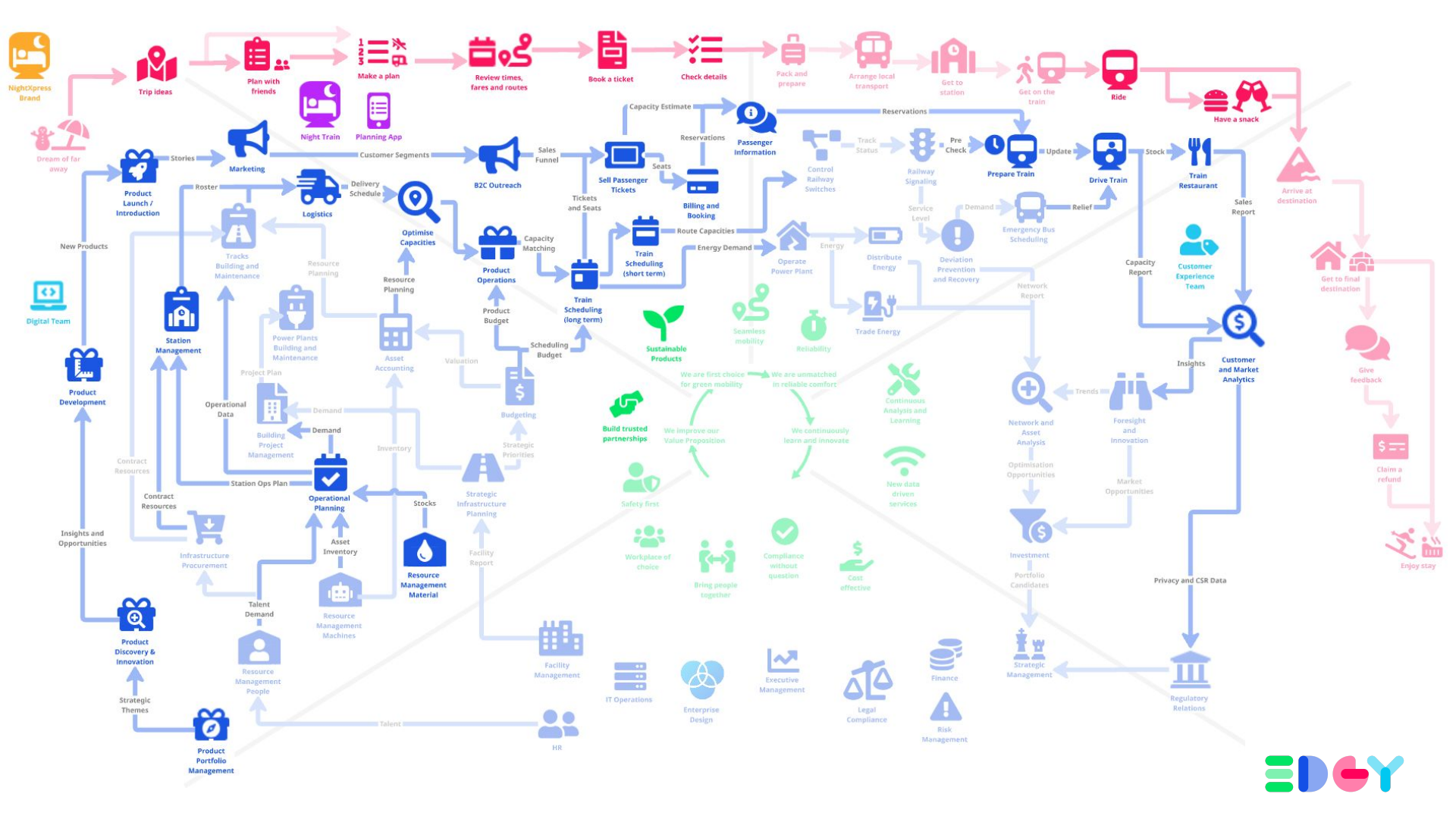
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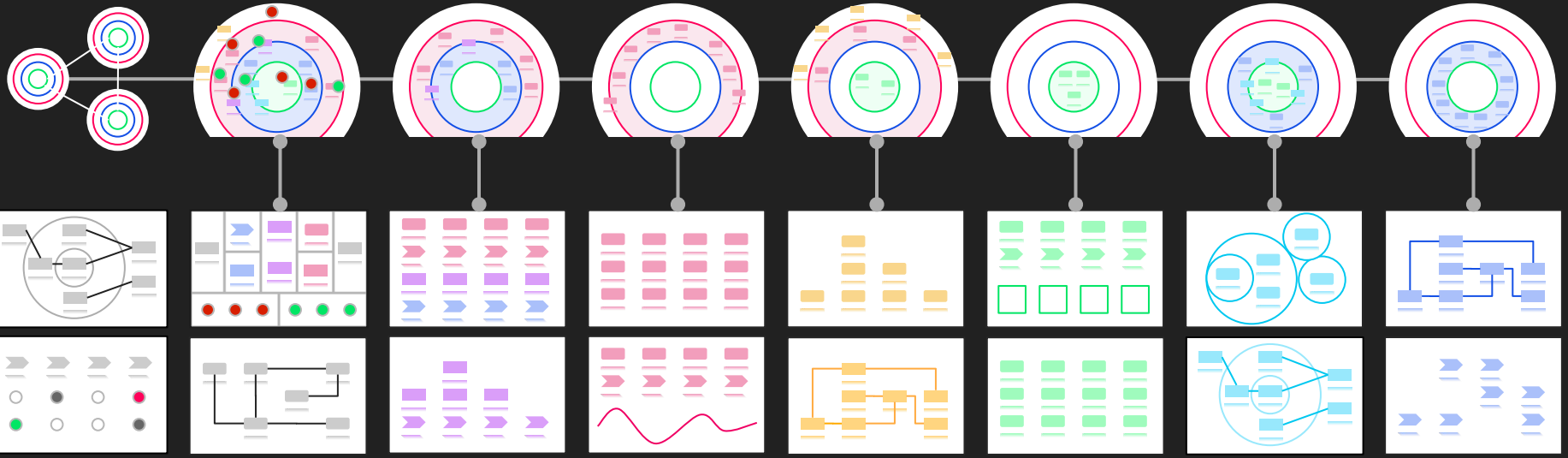
What about other maps?

The Milky Way
Enterprise Map



Ecosystem Map
Change portfolio
Impact map

Business Model
Value Proposition
Domain Model

Product Portfolio
Service Blueprint
User Stories

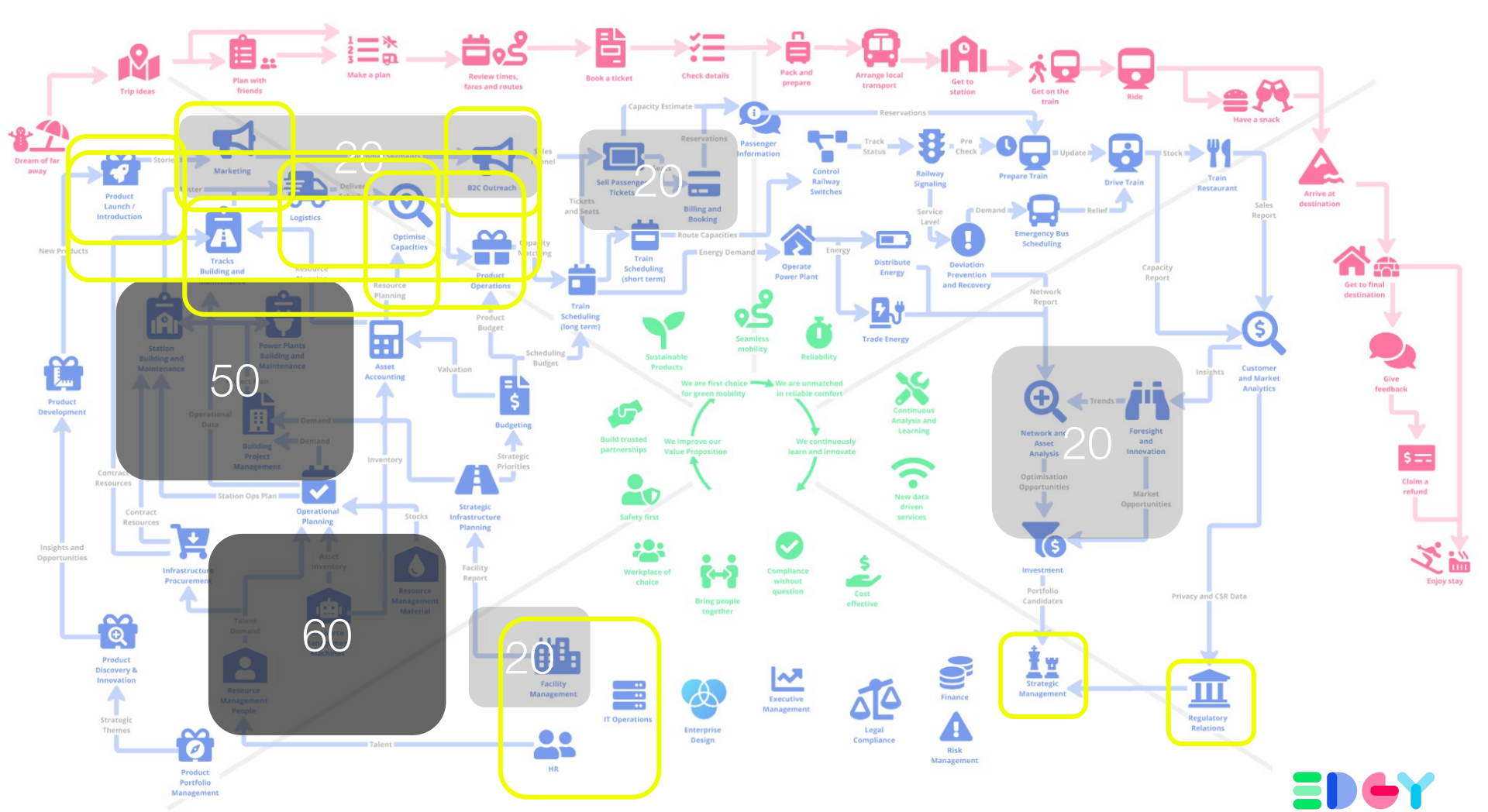
Experience Map
Journey Map
Jobs-To-Be-Done

Brand Architecture
Brand Persona
Brand Portfolio

Vision Storytelling
Purpose Portfolio
Content Strategy

Organisation Model
Collaboration Model
Ways of Working

Capability Map
Process Map
Operating Model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Sales Channel
Deliver
Store
Master
New Products
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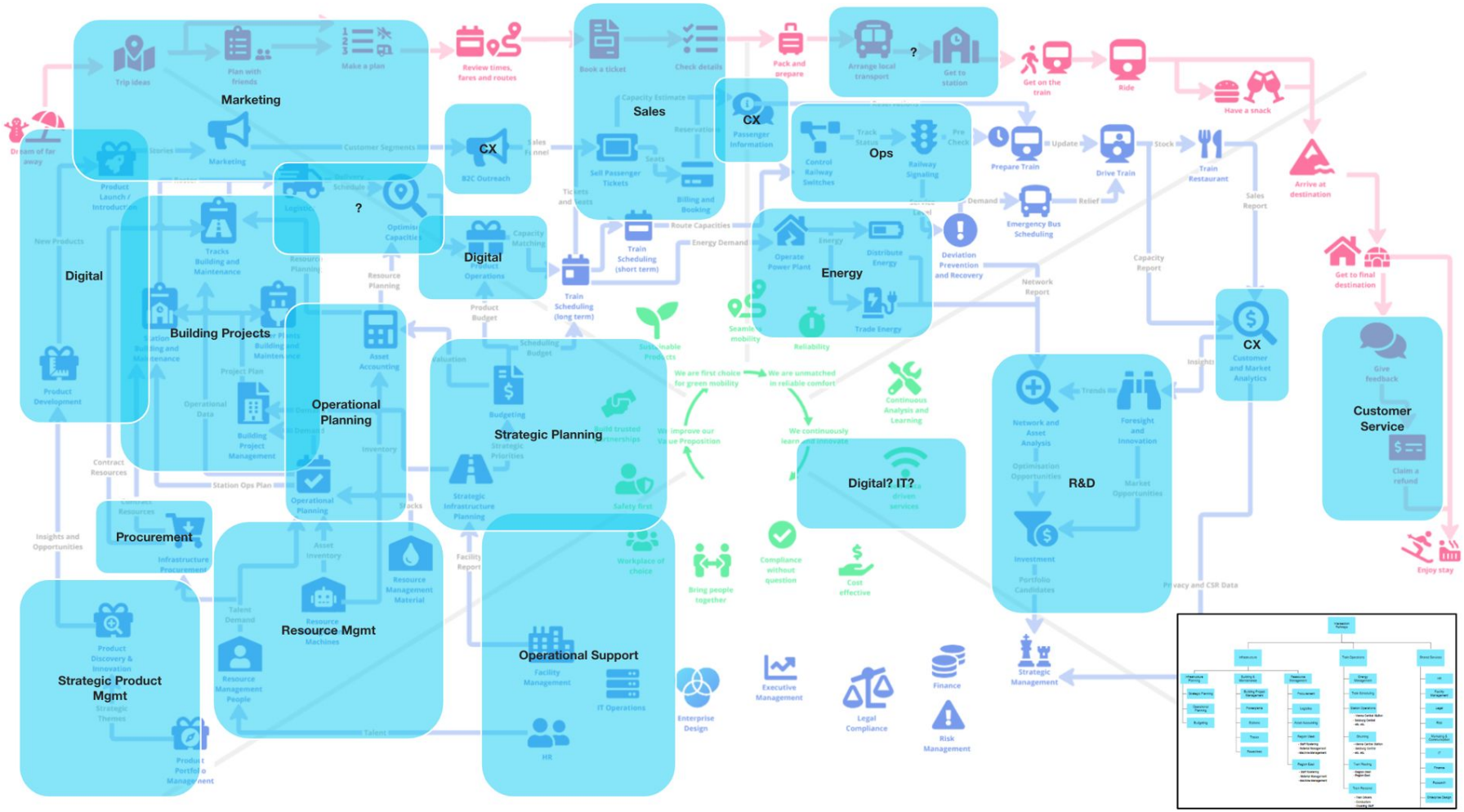
60
20
20
20


Marketing
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Ops
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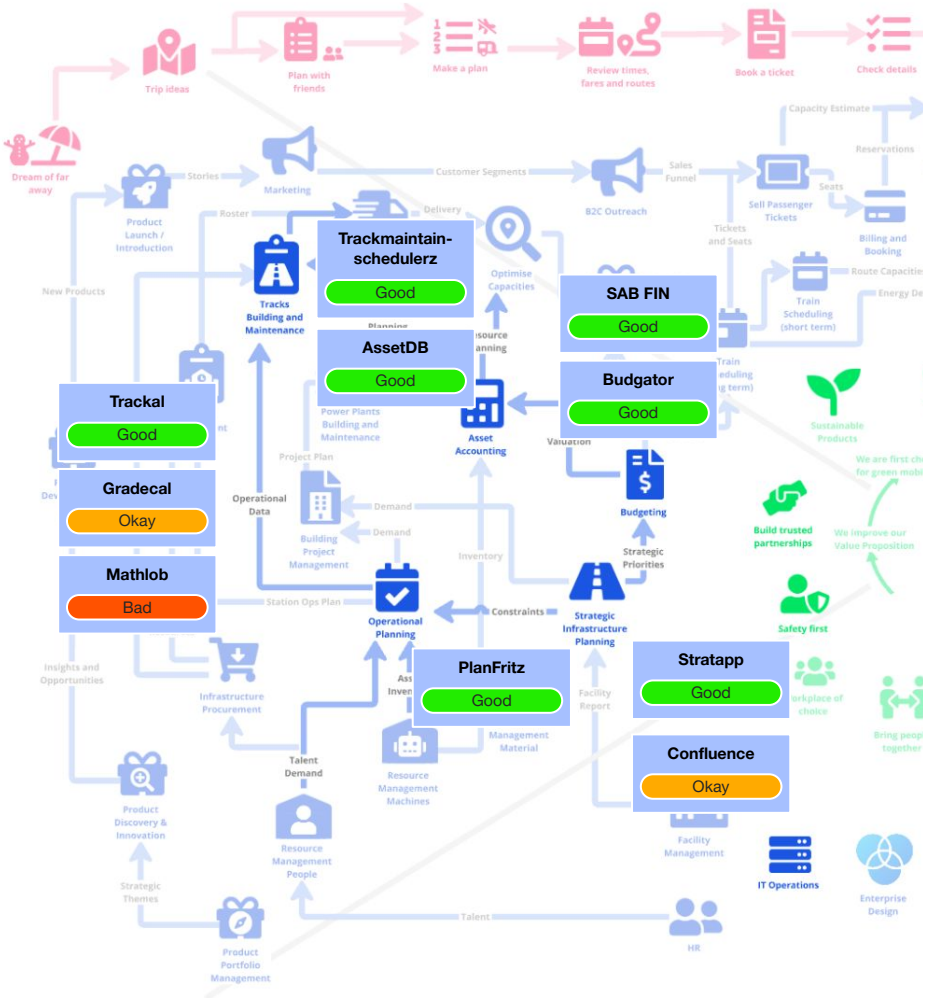
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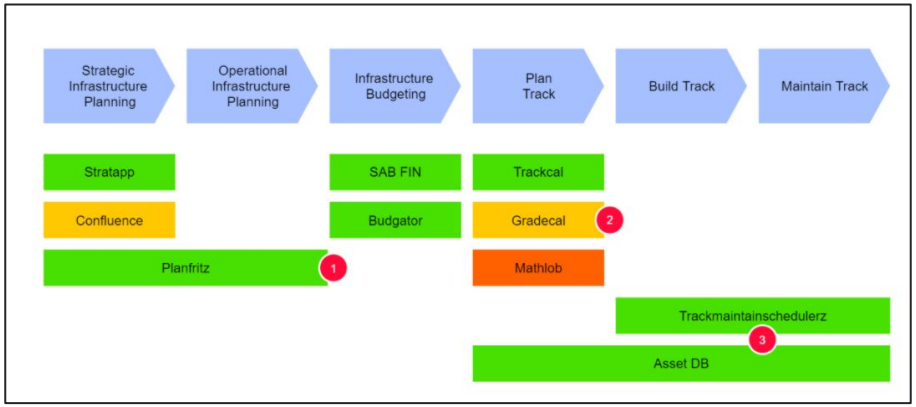
Strategic Infrastructure Planning
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Budgator
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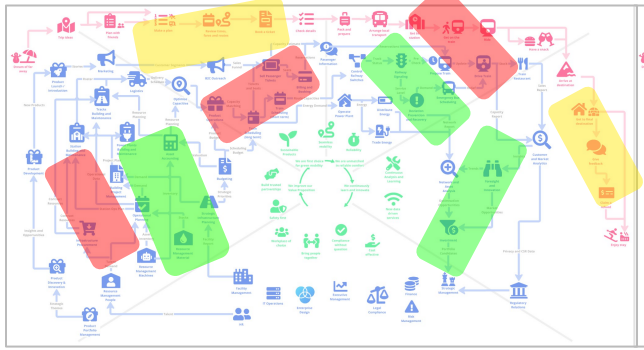
Gradecal
2
Mathlob
Trackmaintainschedulerz
3
Asset DB

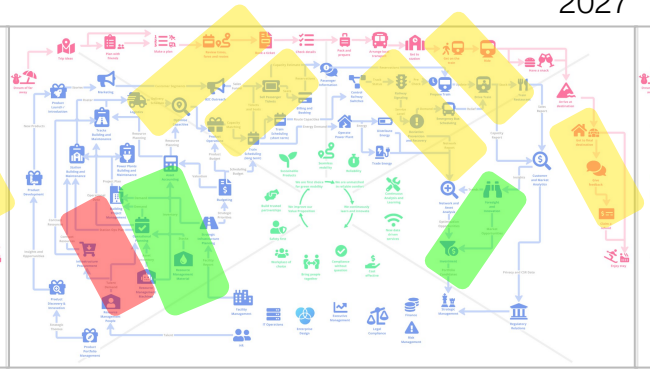
Roadmap for a transformation ambition

Today



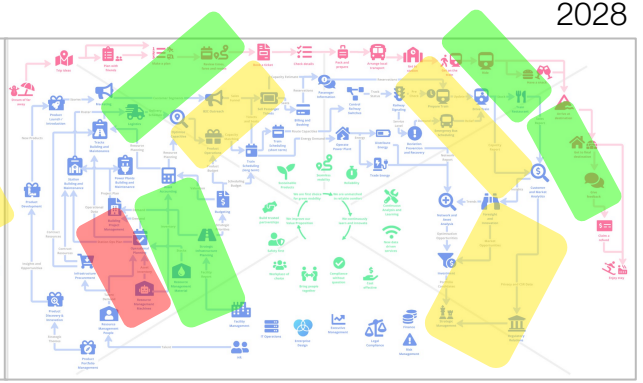
Focus on the Customer Experience during their journey.

2027



Broaden the focus on the Customer Experience to before the journey. Start to improve the internal processes to better support the new experience.

2028



Keep focus on the whole Customer Experience and improve the internal processes to better support the new experience.

Core Story Step	Map Sector	2026 Q1-2	2026 Q3-4	2027	2028
We improve our value proposition	Bottom Left				
We are first choice in Green Mobility	Top Left	+++	++	++++	
We are unmatched in reliable comfort	Top Right			+++	
We continuously learn and innovate	Bottom Right			---	

The Milky Way Enterprise Map

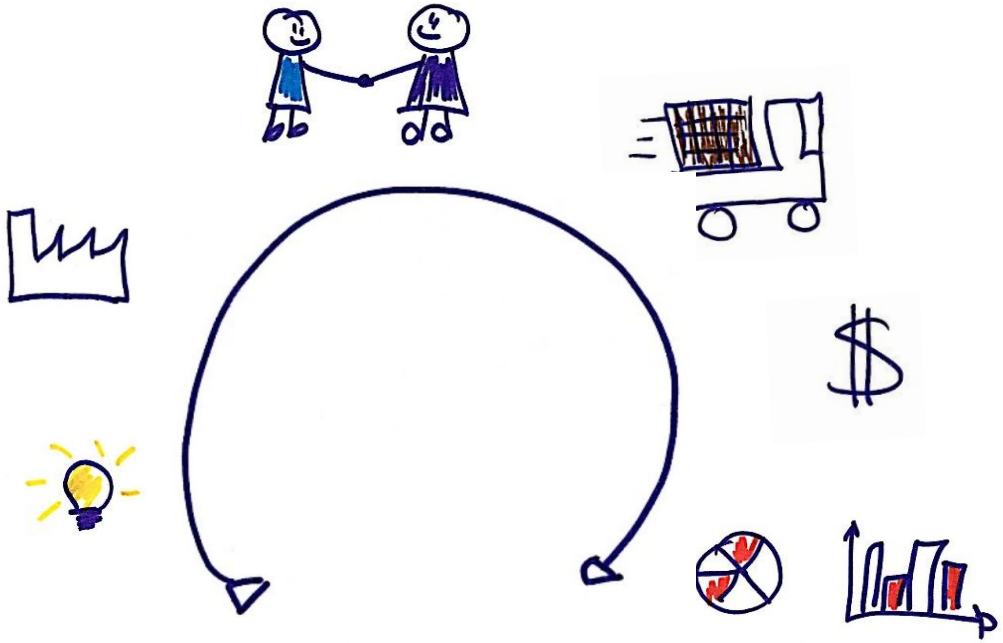
1 Why a geography?

2 Reading a map

3 Making a map

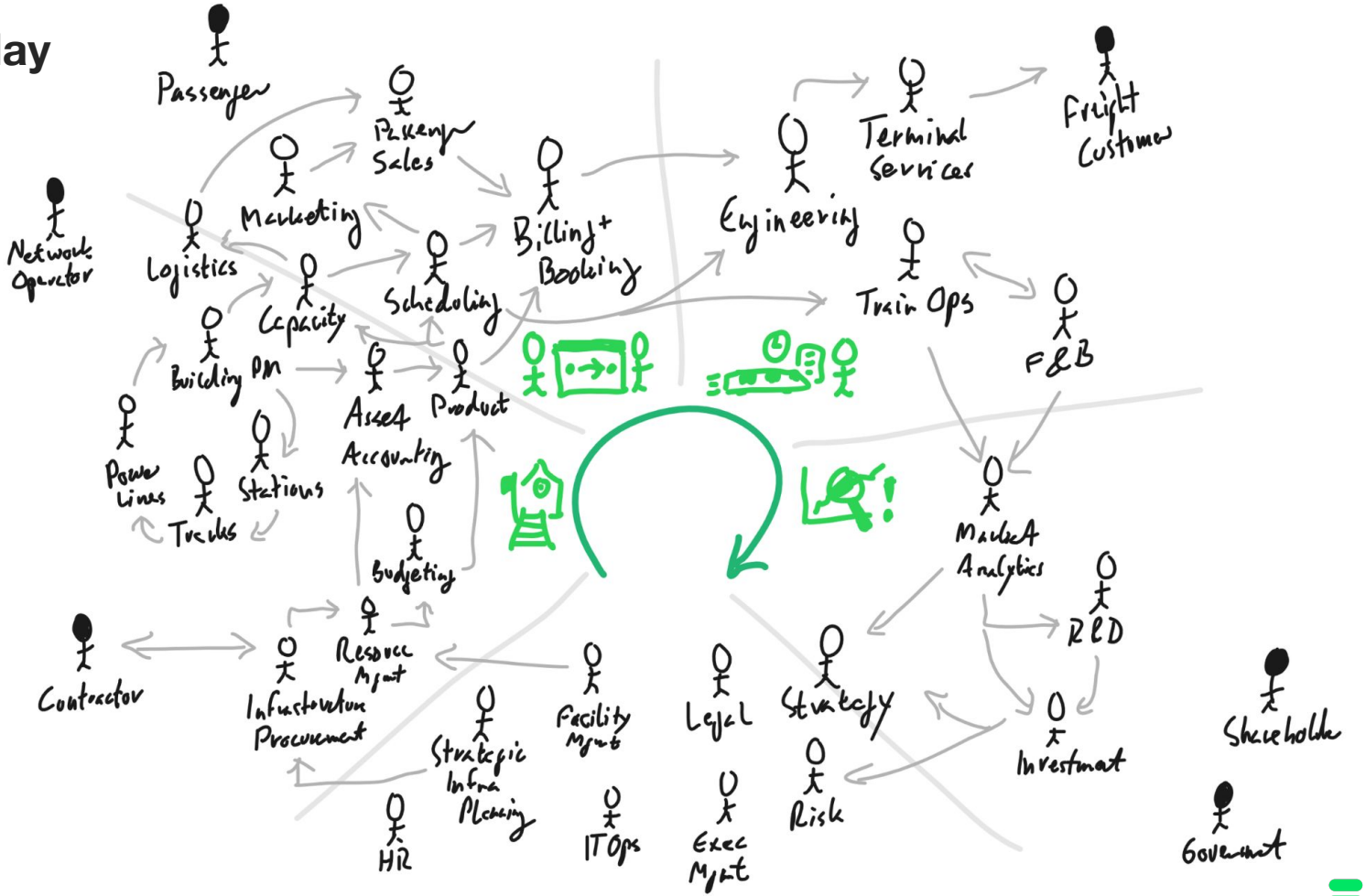
Find the Enterprise Core Story

What is happening, again and again?



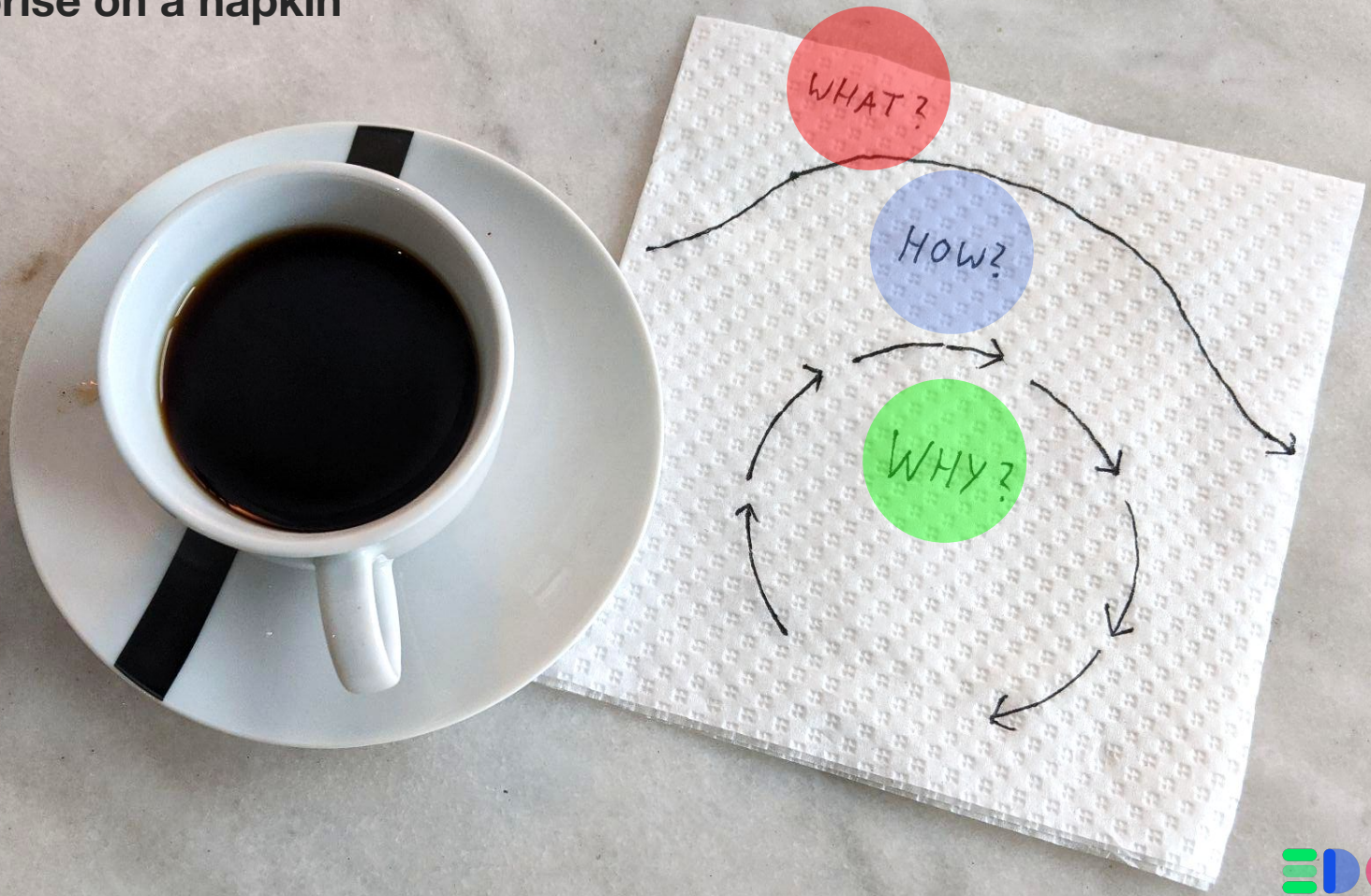
Draw the Enterprise on a napkin

Press play

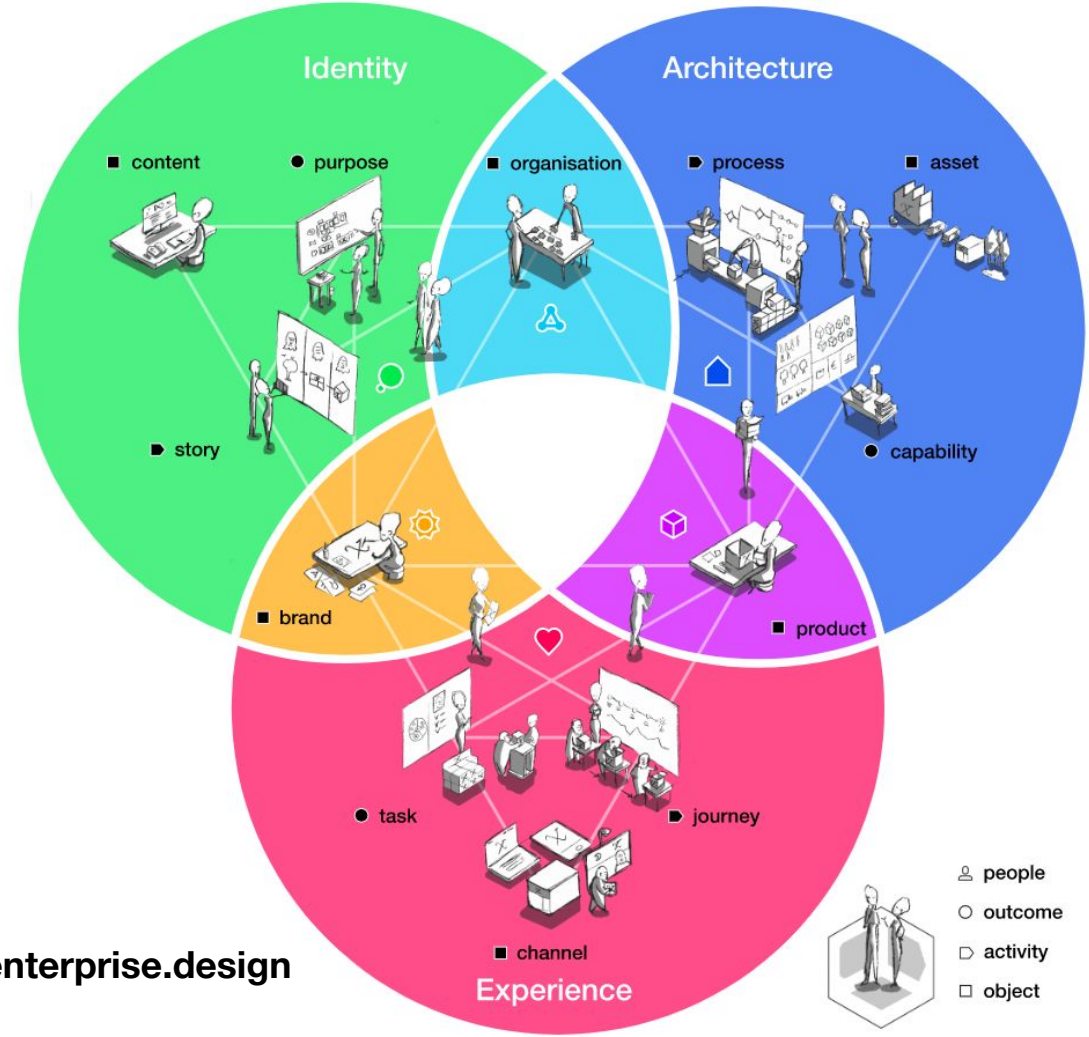


Passenger
Passenger Sales
Marketing
Billing + Booking
Engineering
Terminal Services
Freight Customer
Network Operator
Logistics
Capacity
Scheduling
Train Ops
F&B
Building PM
Asset Accounting
Product
Power Lines
Stations
Tracks
Budgeting
Market Analytics
R&D
Contractor
Infrastructure Procurement
Resource Mgmt
Facility Mgmt
Legal
Strategy
Investment
Shareholder
Strategic Infra Planning
HR
IT Ops
Exec Mgmt
Risk
Government

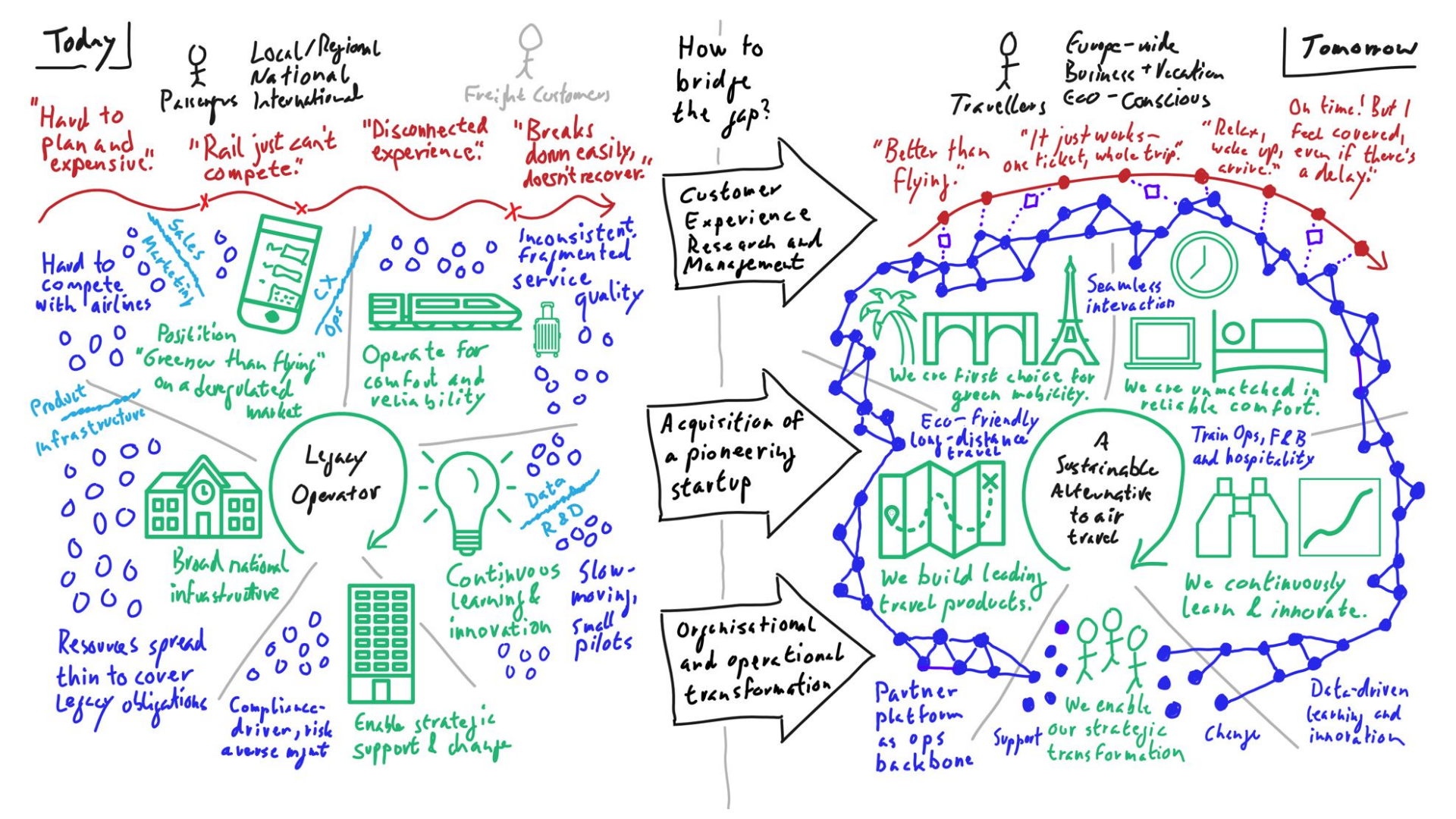
Your enterprise on a napkin



EDGY Enterprise Elements

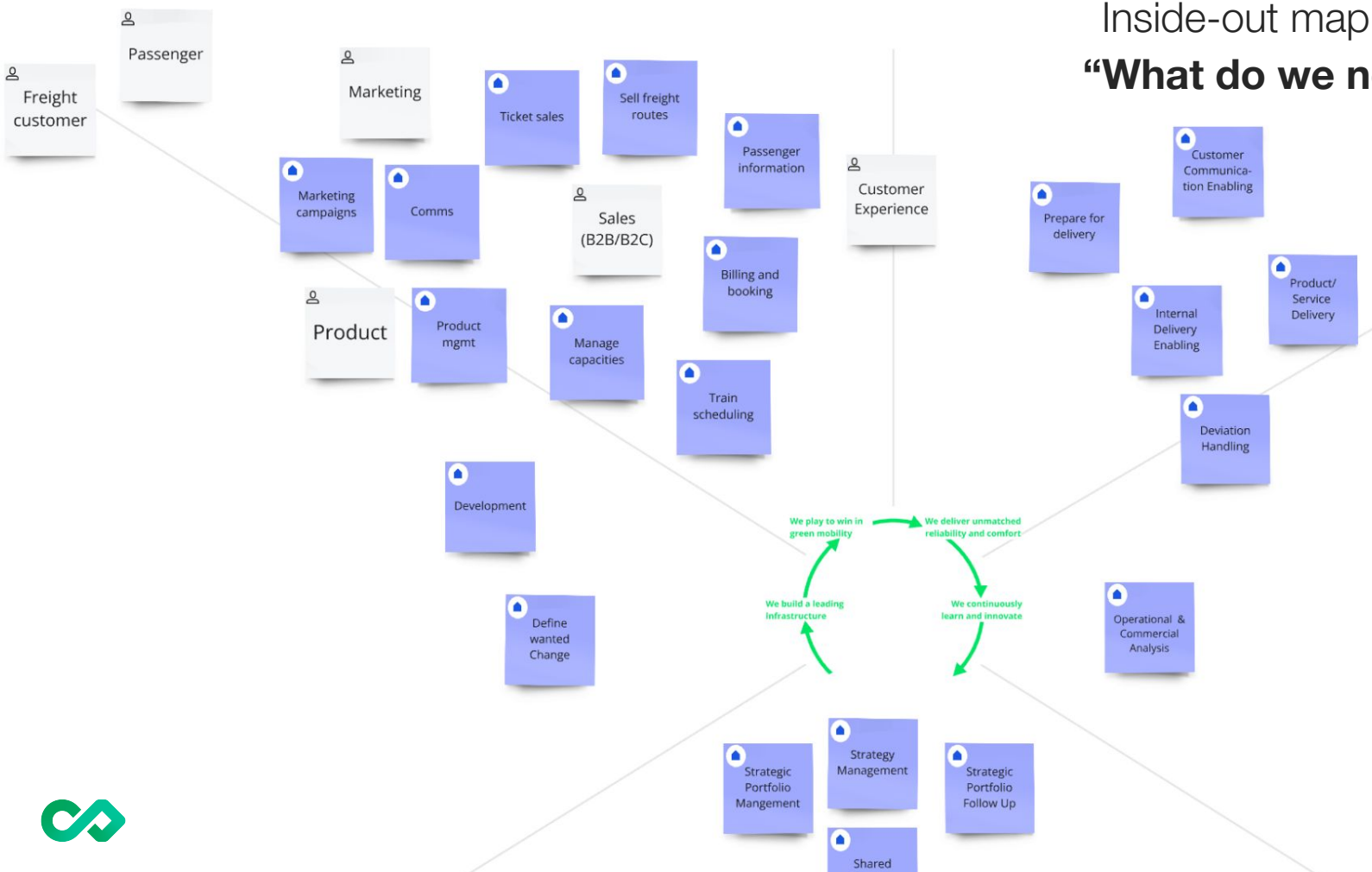


www.enterprise.design


Today
Passengers
Local/Regional
National
International
Freight Customers
"Hard to plan and expensive."
"Rail just can't compete."
"Disconnected experience."
"Breaks down easily, doesn't recover."
Hard to compete with airlines
Sales
Marketing
CX
Ops
Position "Greener than flying" on a deregulated market
Inconsistent, fragmented service quality
Operate for comfort and reliability
Product
Infrastructure
Legacy Operator
Broad national infrastructure
Resources spread thin to cover Legacy obligations
Data
R&D
Continuous learning & innovation
Slow-moving, small pilots
Compliance-driven, risk averse mgmt
Enable strategic support & change
How to bridge the gap?
Customer Experience Research and Management
Acquisition of a pioneering startup
Organisational and operational transformation
Travellers
Europe-wide
Business + Vacation
Eco-Conscious
Tomorrow
"Better than flying."
"It just works – one ticket, whole trip."
"Relax, wake up, arrive."
On time! But I feel covered, even if there's a delay."
Seamless interaction
We are first choice for green mobility.
We are unmatched in reliable comfort.
Eco-friendly long-distance travel
A Sustainable Alternative to air travel
Train Ops, F&B and hospitality
We build leading travel products.
We continuously learn & innovate.
Partner platform as ops backbone
Support
We enable our strategic transformation
Change
Data-driven learning and innovation

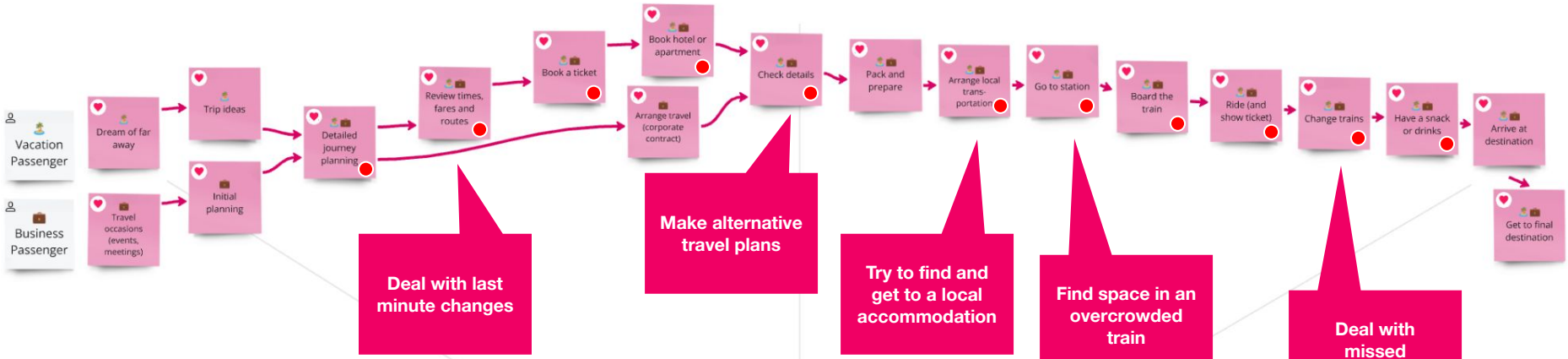
Inside-out mapping strategy

“What do we need to do?”

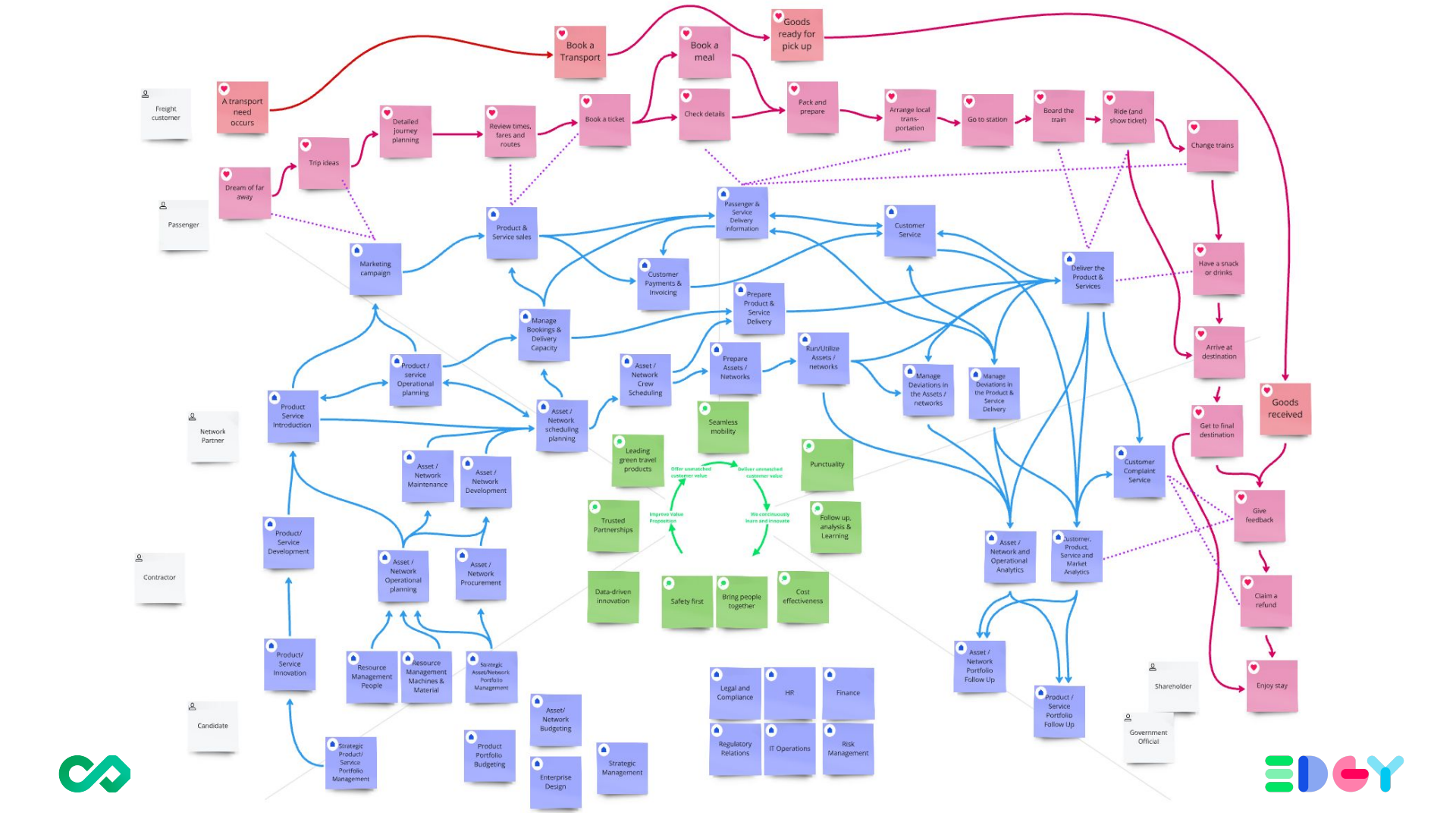


Outside-in mapping strategy

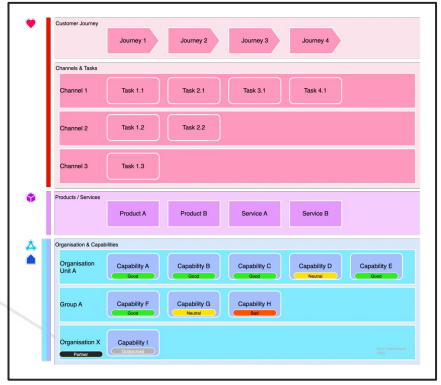
“What do they want to do”?



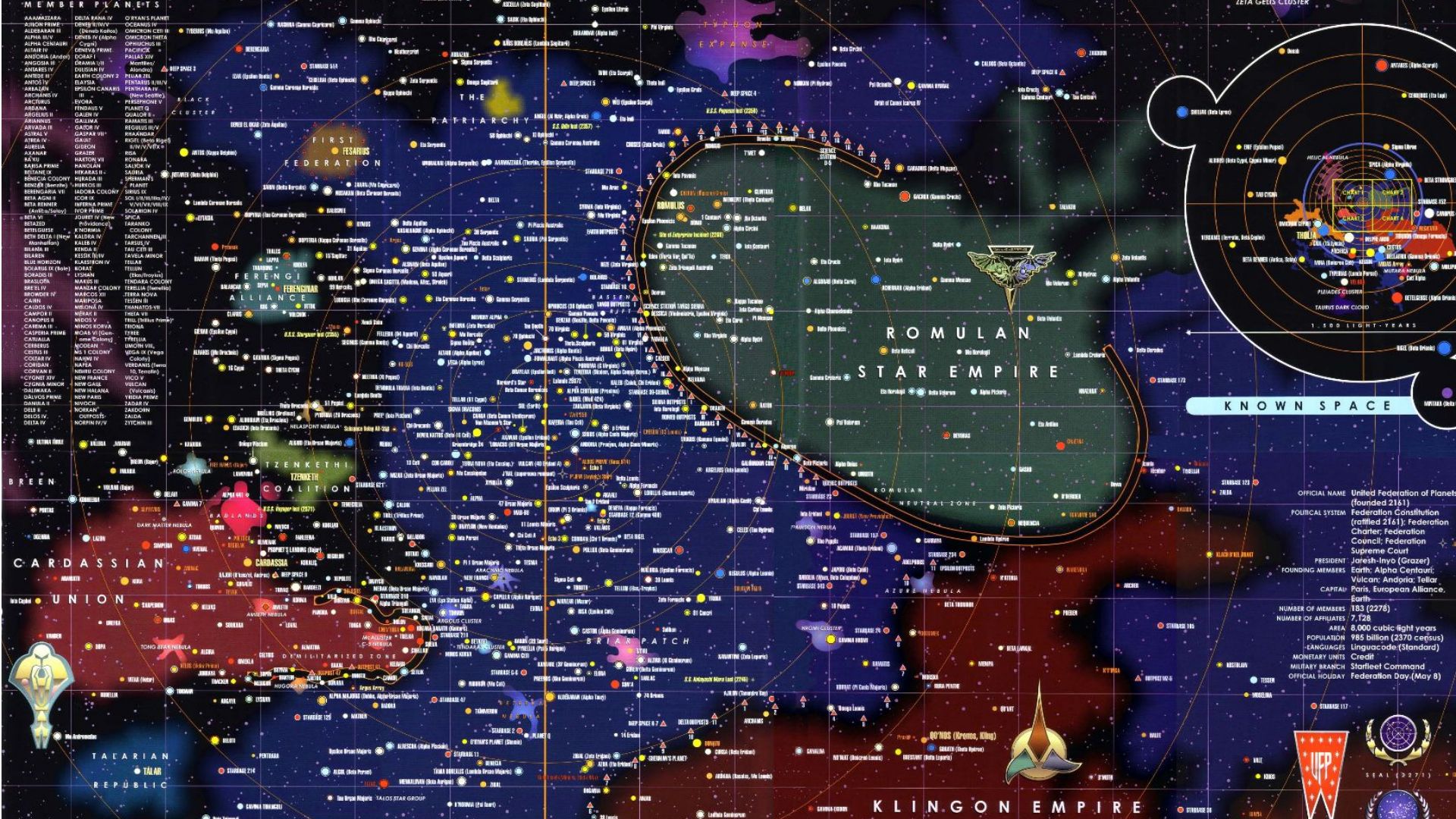
…when things go wrong?

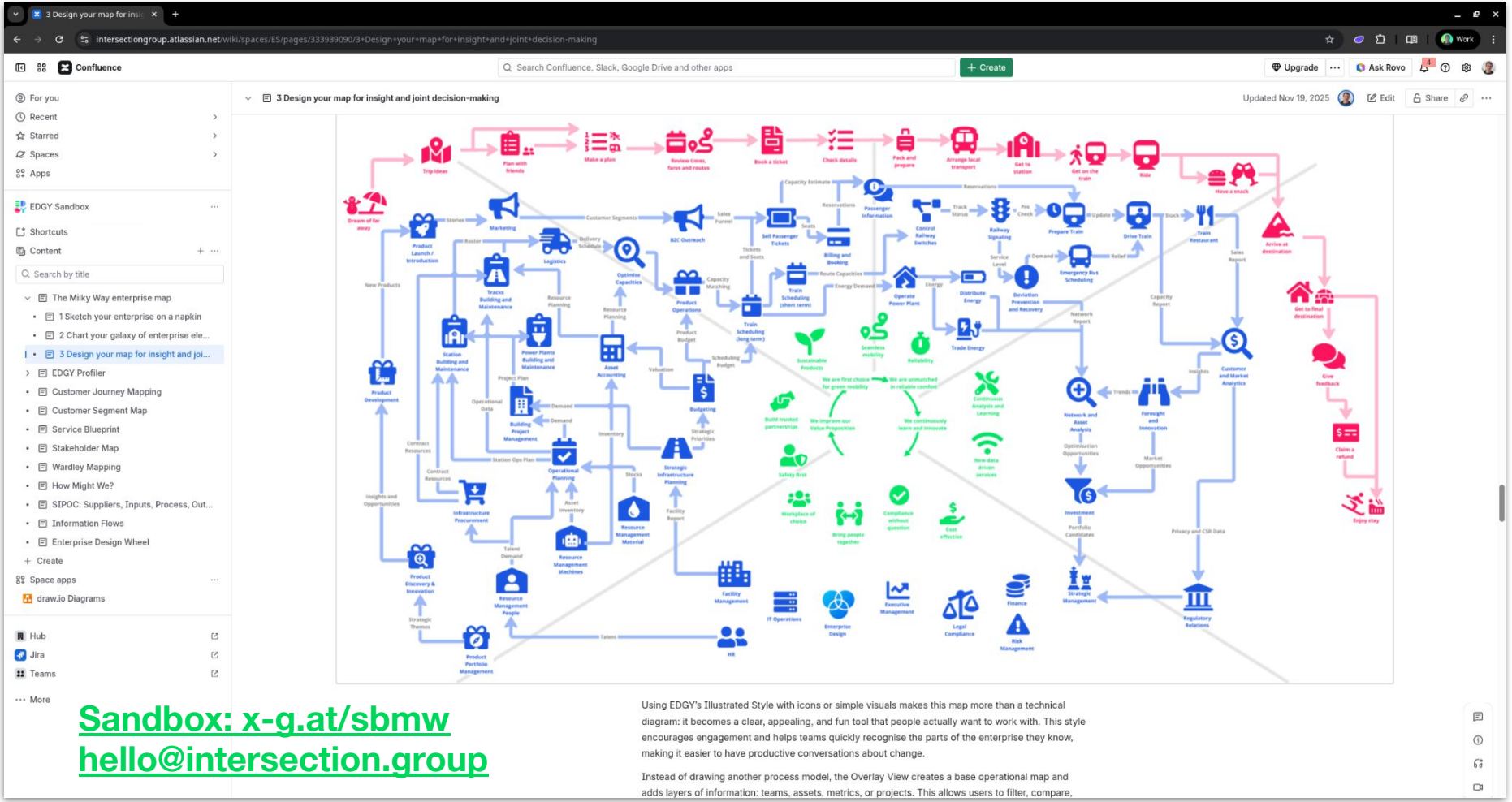

Freight customer
A transport need occurs
Book a Transport
Book a meal
Goods ready for pick up
Detailed journey planning
Review times, fares and routes
Book a ticket
Check details
Pack and prepare
Arrange local trans-portation
Go to station
Board the train
Ride (and show ticket)
Change trains
Trip ideas
Dream of far away
Passenger
Passenger & Service Delivery information
Product & Service sales
Customer Service
Marketing campaign
Customer Payments & Invoicing
Deliver the Product & Services
Have a snack or drinks
Prepare Product & Service Delivery
Manage Bookings & Delivery Capacity
Arrive at destination
Product / service Operational planning
Asset / Network Crew Scheduling
Prepare Assets / Networks
Run/Utilize Assets / networks
Manage Deviations in the Assets / networks
Manage Deviations in the Product & Service Delivery
Goods received
Product Service Introduction
Asset / Network scheduling planning
Seamless mobility
Get to final destination
Network Partner
Asset / Network Maintenance
Asset / Network Development
Leading green travel products
Punctuality
Customer Complaint Service
Offer unmatched customer value
Deliver unmatched customer value
Improve Value Proposition
We continuously learn and innovate
Trusted Partnerships
Follow up, analysis & Learning
Give feedback
Product/ Service Development
Asset / Network Operational planning
Asset / Network Procurement
Asset / Network and Operational Analytics
Customer, Product, Service and Market Analytics
Contractor
Data-driven innovation
Safety first
Bring people together
Cost effectiveness
Claim a refund
Product/ Service Innovation
Resource Management People
Resource Management Machines & Material
Strategic Asset/Network Portfolio Management
Asset / Network Portfolio Follow Up
Shareholder
Enjoy stay
Candidate
Legal and Compliance
HR
Finance
Asset/ Network Budgeting
Product / Service Portfolio Follow Up
Regulatory Relations
IT Operations
Risk Management
Government Official
Strategic Product/ Service Portfolio Management
Product Portfolio Budgeting
Enterprise Design
Strategic Management

Dream of far away
Trip ideas
Plan with friends
Book accomodation
Detailed journey planning
Review times, fairs and routes
Book a ticket
Check details
Pack and prepare
Arrange local transportation
Go to station
Board the train
Ride (and show ticket)
Change trains, deal with delays
Have a snack or drinks
Arrive at destination
Get to final destination
Get a refund
Complete trip
Travel occasions
Initial planning
Plan with colleagues
Arrange travel (corporate contract)
Recommended trips
Night trip planner
Schedule and ticketing
Transfer
Checklist
Transfer
Check in
Assistance
Bar, breakfast, entertainment
Transfer
Sales
Digital delivery
Loyalty
Marketing
Customer service
Onboard
Customer service
Acquired startup
Marketing & Communication
Sales
Ticketing & accounting
Passenger services
Station services
Onboard services
Incident management
Customer service
Seamless mobility
Punctuality
Train operations
Customer and market analytics
Leading green travel products
We are first choice in green mobility
We deliver unmatched reliability and comfort
Train scheduling
Product management
Data-driven innovation
Data intelligence
Building and maintaining
Partner engagement
Trusted Partnerships
We build a leading infrastructure
We continuously learn and innovate
Innovation
R&D
Planning
Enterprise design
Regulatory relations
Safety first
Bring people together
Cost effectiveness
Strategic management
Investment
HR
IT operations
Executive management
Facility management
Legal and compliance
Finance



Map *your* galaxy


MEMBER PLANETS
AAAMAZZARA
AISION PRIME
ALDEBARAN II
ALPHA III/V
ALPHA CENTAURI
ALTAIR IV
ANDORIA (Andor)
ANGOSIA III
ANTARES IV
ANTEDE III
ANTOS IV
ARBAZEN
ARCHANIS IV
ARCTURUS
ARDANA
ARGELIUS II
ARIANNUS
ARVADA III
ASTRAL V
ATREA IV
AURELIA
AXANAR
BAJU
BARSA PRIME
BETANE IX
BENECIA COLONY
BENZEN (Benzite)
BERENGARIA VII
BETA AGNI II
BETA RENNER (Aniti/Lokiro)
BETA VI
BETAZED
BETELGEUSE
BETH DELTA I (New Aberdeen)
BILANIA III
BILARES
BLUE HORIZON
BOLARUS IX (Bole)
BORADUS IX
BRASLOTA
BREEL IV
BROWDER IV
CAIRN
CALIDUS IV
CAMPOR II
CANOPUS II
CARIMA III
CASPERIA PRIME
CATRALA
CERBERUS
CESTUS III
COXTAR IV
CORIDAN
CORVYAN II
CYGNET XIV
CYGNIA MINOR
DALIMAXA
DALVOS PRIME
DANIELA II
DEB II
DELOS IV
DESTA IV
DELTA RANA IV
DENEB II/IV/V
(Denab Kaitos)
DENES IV (Alpha Cygni)
DENETA PRIME
DORAF I
DRAHMA I/II
DULISIAN IV
EARTH COLONY 2
ELAYSIA
EPSILON CANARIS III
EVORA
FENDAUS V
GALEN IV
GALLIMA
GAMMA IV
GASPAR VII
GAULT
GIDEON
GRAZER
HAXTON VII
HANOLAN
HEKARAS II
HIJKADA III
HURKOS III
IADORA COLONY
ICOR IV
INFERNA PRIME
IVOR PRIME
JOURET IV (New Providence)
K'NORMIA
KALDRA IV
KALEN IV
KENDA II
KESSIK II/IV
KLAESTRON IV
KORAT
LYSMAN
MARUS III
MANZAR COLONY
MARCOS XII
MARIPOSA
MIRONDA II
MÉRAK II
MIDOS V
MOSS KORVA
MOAB VI (Gun-nerve Estonia)
MODEAN
MS 1 COLONY
NAHIM IV
NAPEA
NEMRU COLONY
NEW FRANCE
NEW GAUL
NEW HALANA
NEW PARIS
NIVOCH
NORKAN
OUTPOST-
ZYTCHIN III
O'RYAN'S PLANET
OCEANUS IV
OMICRON CETI III
OMICRON THETA
OPHIUCHUS III
PACIFICA
PALLAS XIV
MeerMeer (Alondro)
PELIAR ZEL
PENTARUS II/III/V
PENTHARA IV
(New Sentinel)
PERSEPHONE V
PLANET Q
QUALOR II
RAMATIS III
REGULUS III/V
RHAMNDAR
RIGEL (Beta Rigel)
II/III/V/VI/X
RISA
RONARA
SALIICK IV
SAURIA
SHRAMAN II
PLANET
SIRIUS IV
SOL I/II/III/IV/
V/VI/VII/VIII/IX
SOLARION IV
SPICA
TARANKO
COLONY
TARCHANNEN III
TARSUS IV
TAU CETI III
TAVELA MINOR
TELLAR
TELLUN
(Skov/Troyius)
TENDARA COLONY
TERELLIA (Terrellia)
TERRA NOVA
TESSEN III
THANATOS VII
THETA VII
TRILL (Trillus Prime)
TRION
TYREE
TYRELLIA
UMIOTH VII,
VEGA IX (Vega Colony)
VICO V
VULCAN
(VULCANS)
YRIDIA PRIME
ZADAR IX
ZARDORN
ZALIDA
ZYTCHIN III
TYPHON EXPANSE
ZETA GEELS CLUSTER
BLACK CLUSTER
THE PATRIARCHY
FIRST FESARIUS FEDERATION
FERENGI ALLIANCE
FERENGINAR
ROMULUS
ROMULAN STAR EMPIRE
ROMULAN NEUTRAL ZONE
TZENKETHI
TZENKETH COALITION
BREEN
CARDASSIAN UNION
CARDASSIA
DARK MATTER NEBULA
BADLANDS
DEMILITARIZED ZONE
TONG BEAR NEBULA
ANKARI NEBULA
ARGOLIS CLUSTER
BRIAR PATCH
AZURE NEBULA
TALARIAN TALAR REPUBLIC
KLINGON EMPIRE
QO'NOS (Kronos, Kling)
KNOWN SPACE
1 500 LIGHT-YEARS
OFFICIAL NAME United Federation of Planets (founded 2161)
POLITICAL SYSTEM Federation Constitution (ratified 2161); Federation Charter; Federation Council; Federation Supreme Court
PRESIDENT Jaresh-Inyo (Grazer)
FOUNDING MEMBERS Earth; Alpha Centauri; Vulcan; Andoria; Tellar
CAPITAL Paris, European Alliance, Earth
NUMBER OF MEMBERS 183 (2278)
NUMBER OF AFFILIATES 7,128
AREA 8,000 cubic light years
POPULATION 985 billion (2370 census)
LANGUAGES Linguacode (Standard)
MONETARY UNITS Credit
MILITARY BRANCH Starfleet Command
OFFICIAL HOLIDAY Federation Day (May 8)



Sandbox: x-g.at/sbmw

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Using EDGY's Illustrated Style with icons or simple visuals makes this map more than a technical diagram: it becomes a clear, appealing, and fun tool that people actually want to work with. This style encourages engagement and helps teams quickly recognise the parts of the enterprise they know, making it easier to have productive conversations about change.

Instead of drawing another process model, the Overlay View creates a base operational map and adds layers of information: teams, assets, metrics, or projects. This allows users to filter, compare,

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