

Automating Document Creation with the Machine Industry Module

Summary

Producing technical documentation for machines is a manually intensive process, but it doesn't have to be. The XDocs Machine Industry module opens up new avenues for documentation teams to automate document assembly processes, generate and deliver precisely tailored, up-to-date information for machine assemblies, and enhance customer experience.



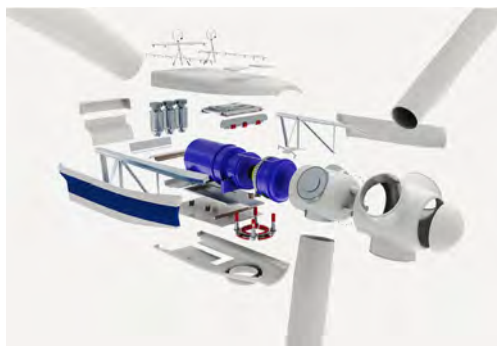
The Challenges

Creating and delivering documentation in the manufacturing space has numerous challenges. Design information is stored in ERP (Enterprise Resource Planning) systems and changes frequently. Tracking the changes and keeping the documentation synchronized is labor intensive and inefficient. Worse still, errors can creep into the documentation due to miscommunication, transcription errors, etc.

Many manufacturers make a large number of variants of a product, with different parts swapped in or out. It can be challenging to produce variant-specific documentation, so the writers often create generic documentation such as Installation and Maintenance Guides for the class of product. This generic content is often delivered in

PDF form, which is most useful when printed out or viewed on a desktop computer.

On shop floors or in the field where many machines are found, the information is not easily accessible or relevant to the maintenance technicians and customer personnel who need it. And keeping the information up to date and synchronized with the latest designs is an ongoing challenge.



Bluestream has solutions for all your content challenges

- Complete, end-to-end, content management system
- Comfortably accommodates distributed work teams and collaborative workflows.
- Agile, automated, responsive content delivery that readers can find and share
- Smart localization tools to help you manage and deliver translations to your global audiences
- Flexible, secure, supported, mature, and scalable system



Better Tech Pubs

The XDocs Machine Industry module allows Technical Writers to address their challenges and produce better documentation for machine assemblies, faster and more easily. The MI module lets you work effectively with parts data and illustrations within the Component Content Management System. This data is typically sourced from internal ERP systems, and delivered as BOMs (Bills of Material) in CSV format. Illustrations are sourced from CAD systems. On import into the CCMS, the BOMs, and illustrations are richly tagged by the system, making XDocs parts-aware.

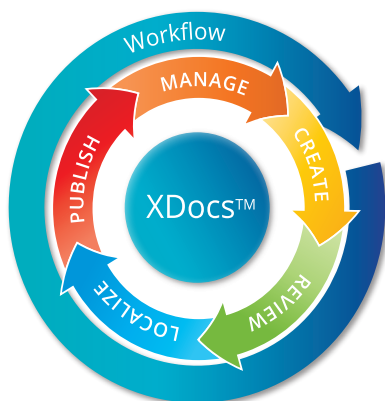
When powered with the Machine Industry module, XDocs can help writers in the following areas:

Capture and recapture

Always up-to-date engineering data flows through to all documentation, eliminating manual transcription, increasing efficiency, and eliminating transcription errors.

Generation

With the MI module, it becomes possible to auto-generate configuration-specific manuals from topic building blocks based on BOMs, where the right parts are always identified in the documentation.



Efficiency and accuracy

Because the writers load data sourced from the ERP, many manual errors in authoring and transcription are eliminated.

Delivery

Configuration-specific content can be sent to the XDocs Delivery Platform, making the right content accessible to support staff in the field on any device.

Integrated IPC

Traditionally, generating an IPC (Illustrated Parts Catalog) is not a function of Technical Documentation departments. However, it is a hugely important deliverable for many companies that create machines, because it is used to order replacement parts when they're needed to repair, maintain, or upgrade a product.

Because XDocs can seamlessly integrate parts data, creating an Illustrated Parts Catalog becomes a simple exercise. Content for the IPC and the technical documentation need be created only once and can be reused, lowering production and software costs.

The IPC can be sent to the delivery platform, where it resides with other technical documentation content. The documentation can be completely integrated and linked to a fulfillment system. This enables field technicians and customers to order spare parts and consumables directly from within the technical documents, making the documentation a profit center.

Control every step of your content lifecycle with unparalleled agility. XDocs provides you with an enterprise end-to-end content solution.

Bluestream Fast Facts

Bluestream's flagship product is the XDocs CCMS (Component Content Management System), a standards-compliant omni-channel solution that enables technical communicators to create, manage, dynamically publish, and store large volumes of both XML and non-XML content.

XDocs customers range from Fortune 100 organizations seeking complex cross-departmental DITA solutions to small businesses containing single author documentation teams.

Bluestream has been in business since 1997 and has customers in many verticals, among them Learning and Assessment, Policies and Procedures, Information Technology and Manufacturing.

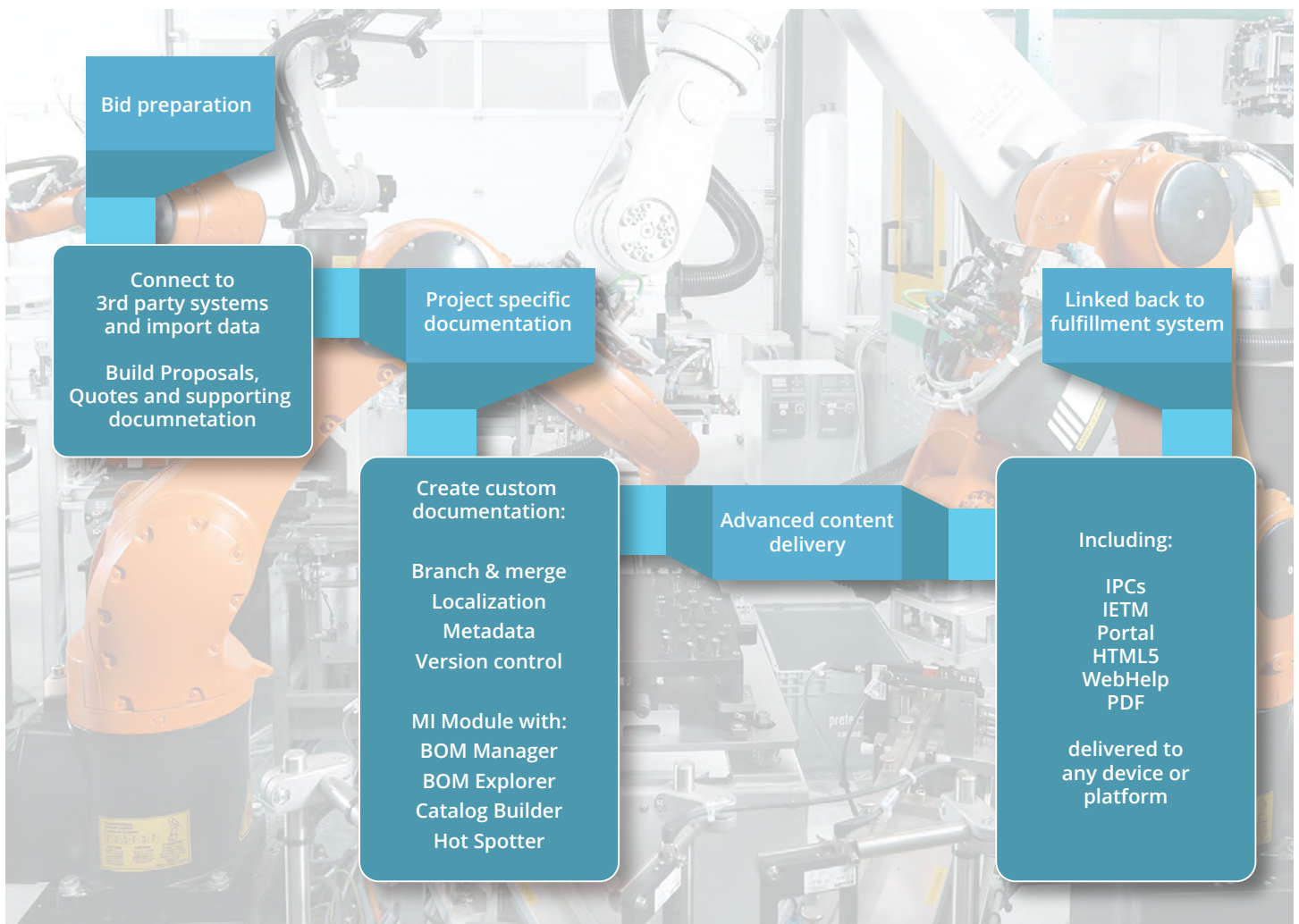


Content Delivery

Getting the right information where it's needed

When field technicians and customers service a machine, they need information in real time. When the XDocs Delivery Platform is integrated with MI module, the most up-to-date, accurate, configuration-specific information is always accessible and viewable on any platform, such as a tablet in the field. Technicians can look up parts-specific information, illustrations, and parts explosions on handheld devices. Moreover, customer technicians can access the same content, enabling self-service and reducing the support burden on your organization. What is more, IPCs can be linked back to order and fulfillment systems allowing Engineers to request the correct parts instantly whilst creating a valuable revenue stream,

This allows field technicians to perform faster repairs and reduce downtime, optimizing operational performance and profit. Technicians are able to order parts in the field and accurately estimate delivery times through integration with CRM/supply chain management tools.



With the Machine Industry module and integrated delivery platform, XDocs provides your customers with the exact information they need, at their fingertips at the right time. Enjoy less customer downtime, rapid parts fulfillment, reduced customer support cost, and better customer experience!