

# XDocs™ Manufacturing Suite

Maximise the effectiveness of your service teams



**HVAC Maintenance Manual**



**HVAC Parts Catalogue**



**Maintenance Schedule**

## The Problem

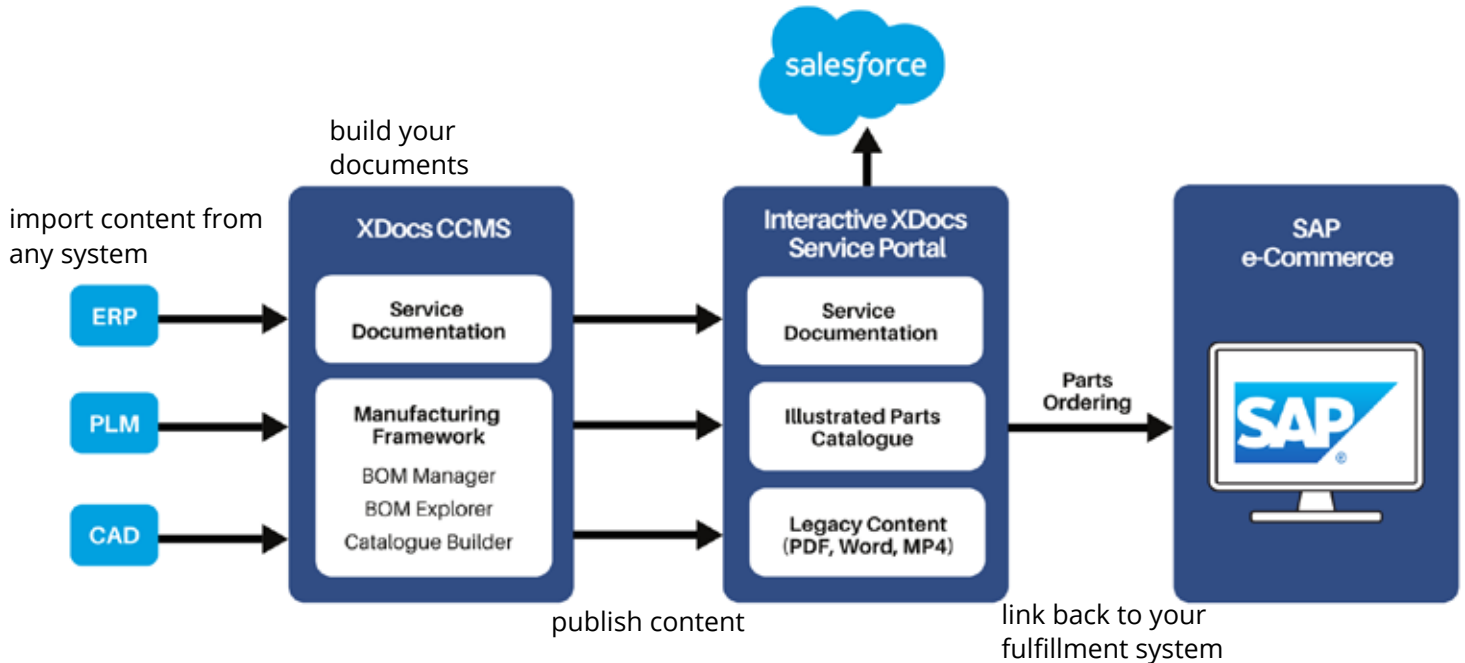
Manufacturers face many challenges to maintain their position and stay ahead of the competition:

- They are using a number of different systems; ERP, PLM, CAD etc. and more often than not they do not talk to one another.
- Information contained within these systems is needed by Technical Publications for the creation of documentation but is hard to access.
- Customer specific machinery requires custom documentation based on custom BOMs (Bills of Materials).
- All of this information is assembled by hand/humans, which makes it difficult and time consuming to generate customer specific information.
- Printed manuals and parts catalogs are quickly out of date.
- Manuals need to be available in multiple languages.
- Manually updating content is time consuming and often unreliable.
- Engineers in the field diagnosing problems rely on bulky PDFs to identify replacement parts and then manually writing down Part/SKU numbers. Whenever this approach is used there is a risk of mistakes being made which increases any downtime.
- The customer experience related to servicing/parts replacement is often poor and this impacts long-term customer loyalty, which in turn will reduce OEM aftermarket parts sales.
- The experience related to product documentation is key to retaining customers, a poor customer journey will lose customers, whilst a positive experience will increase sales.

All of this is time consuming and error prone but can be addressed with a single solution from Bluestream.

## The Bluestream Solution – XDocs Manufacturing Suite

A tightly integrated parts and service information solution that allows manufacturers to better address customer needs. A solution that links together your existing systems and provides instant access to up to date documentation and increases the sales of spare parts and consumables through a web-based interactive service delivery portal.



### Benefits

With XDocs Manufacturing Suite you control the flow of 'Service Information' from Engineering to Fulfilment:

- Create better documentation faster, reuse content with confidence and update information with ease.
- Build IPCs, Maintenance Schedules, Installation Guides etc. and localize them to any language.
- Build fully customizable Web-based Delivery Portals.
- Full control of the information flow provides:
- Full audit trail – what was changed, when and by who.
- Instant comparison between versions.
- A streamlined workflow for producing integrated service documentation.
- Rapid information updates (to all output formats i.e. IPC, Doc, Maintenance Schedules).
- Helps ensure data consistency and integrity.
- Eliminates system redundancy.

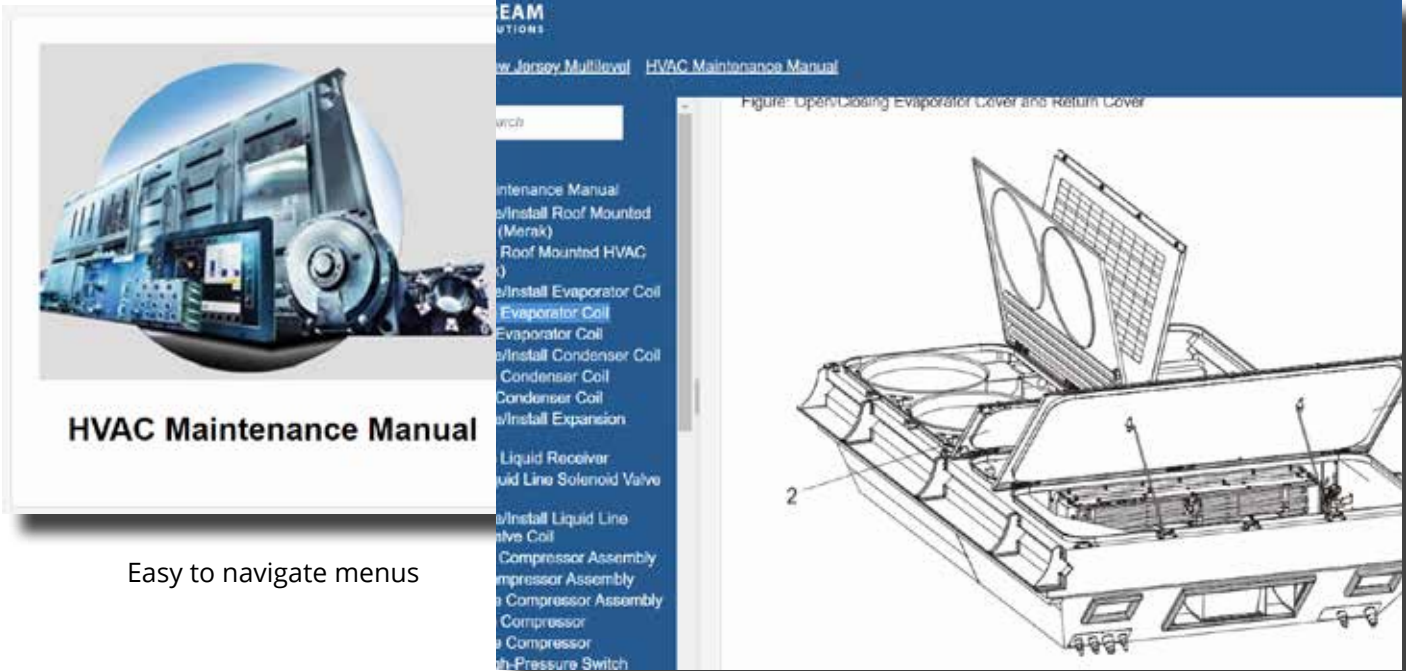
Find out how XDocs can revolutionize your content.  
Contact us today at [info@bluestream.com](mailto:info@bluestream.com).

## XDocs Manufacturing Suite Components

XDocs Manufacturing Suite comprises the following components:

- **XDocs DITA CCMS** – Enterprise class component content management system deployed all over the world. XDocs makes it easy to reuse content across different product lines, to build custom machine specific documentation and to localize your content to any language.
- **XDocs Connectors** – Configurable data loaders that enable XDocs to connect with manufacturing systems such as Windchill, SAP, CAD, ERP and PLM then import content and expose information to the authoring team.
- **BOM Manager** – Import, consolidate and manage Bills of Materials.
- **Catalog Builder** – Create Illustrated Parts Catalogs and more, apply ‘hot spots’ to assembly drawings and link back to parts fulfillment systems.
- **XDelivery** – A world class delivery framework, upload and index your existing PDF documentation, create Integrated Service Delivery Portals where your customers can quickly access the very latest information about your products and engineers can use IPCs to identify and order the correct replacement parts.
  - Tightly integrated with XDocs CCMS allowing for seamless publishing of ‘site/machine’ specific service documentation.
  - Allows for end-user interaction i.e. feedback, analytics and parts ordering.
  - Integrates with fulfillment and/or ERP systems.
  - Supports legacy content: PDF, Video, MS Word, CAD, and 3D object rendering.

## Maintenance Manual example



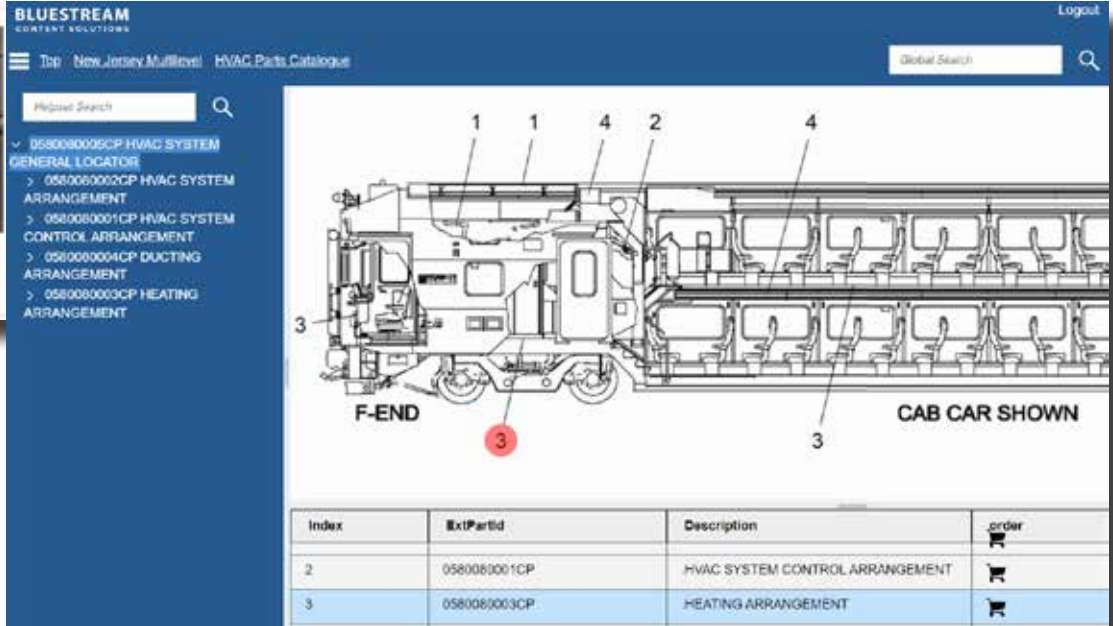
The image shows a screenshot of a web-based maintenance manual interface. On the left, there is a large image of an HVAC unit with a tablet displaying a menu. Below it, the text "HVAC Maintenance Manual" is displayed. To the right, a table of contents is visible, listing various sections such as "New Jersey Multilevel HVAC Maintenance Manual", "Install Roof Mounted (Merak) Roof Mounted HVAC", "Install Evaporator Coil", "Install Condenser Coil", "Liquid Receiver", and "Install Liquid Line Solenoid Valve". On the far right, a technical diagram is shown with the caption "Figure: Opening Evaporator Cover and Return Cover". The diagram illustrates the internal components of an HVAC unit, including the evaporator coil and return cover, with a callout '2' pointing to a specific part.

Easy to navigate menus



## Parts Catalogue example

Zoom in on diagrams, identify the correct part and add it to your basket

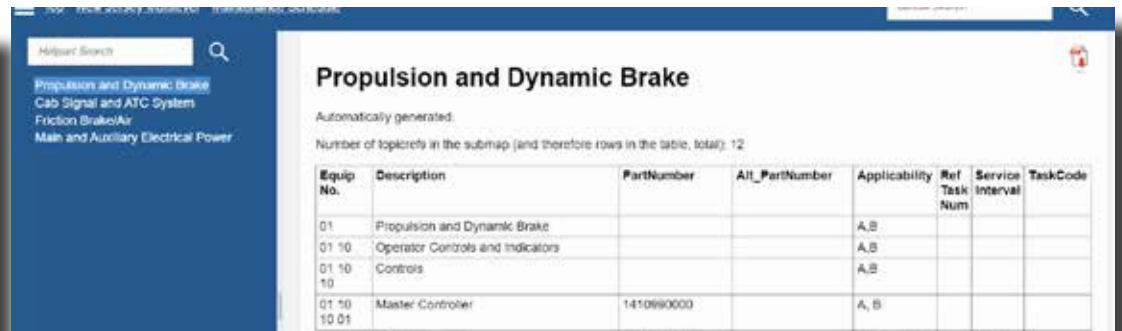
**BLUESTREAM**  
CONTENT SOLUTIONS

Home Search

0580080005CP HVAC SYSTEM  
GENERAL LOCATOR  
> 0580080002CP HVAC SYSTEM ARRANGEMENT  
> 0580080001CP HVAC SYSTEM CONTROL ARRANGEMENT  
> 0580080004CP DUCTING ARRANGEMENT  
> 0580080003CP HEATING ARRANGEMENT

| Index | ExtPartId    | Description                     | order |
|-------|--------------|---------------------------------|-------|
| 2     | 0580080001CP | HVAC SYSTEM CONTROL ARRANGEMENT |       |
| 3     | 0580080003CP | HEATING ARRANGEMENT             |       |

## Maintenance Schedule example

**Propulsion and Dynamic Brake**

Automatically generated.  
Number of top-levels in the submap (and therefore rows in the table, total): 12

| Equip No.   | Description                      | PartNumber | Alt_PartNumber | Applicability | Ref Task Num | Service Interval | TaskCode |
|-------------|----------------------------------|------------|----------------|---------------|--------------|------------------|----------|
| 01          | Propulsion and Dynamic Brake     |            |                | A,B           |              |                  |          |
| 01 10       | Operator Controls and Indicators |            |                | A,B           |              |                  |          |
| 01 10 10    | Controls                         |            |                | A,B           |              |                  |          |
| 01 10 10 01 | Master Controller                | 1410990000 |                | A, B          |              |                  |          |

## Additional Benefits

- Increase in revenue:
- Increase spare parts sales (improved ordering)
- Reduce errors in parts ordering.
- Reduce time to market.
- Increase the productivity and effectiveness of service engineers, cataloguers, technical writers and service parts managers.
- Enhance the end user product experience.

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