

# XDocs™ Manufacturing Suite

## What is it?

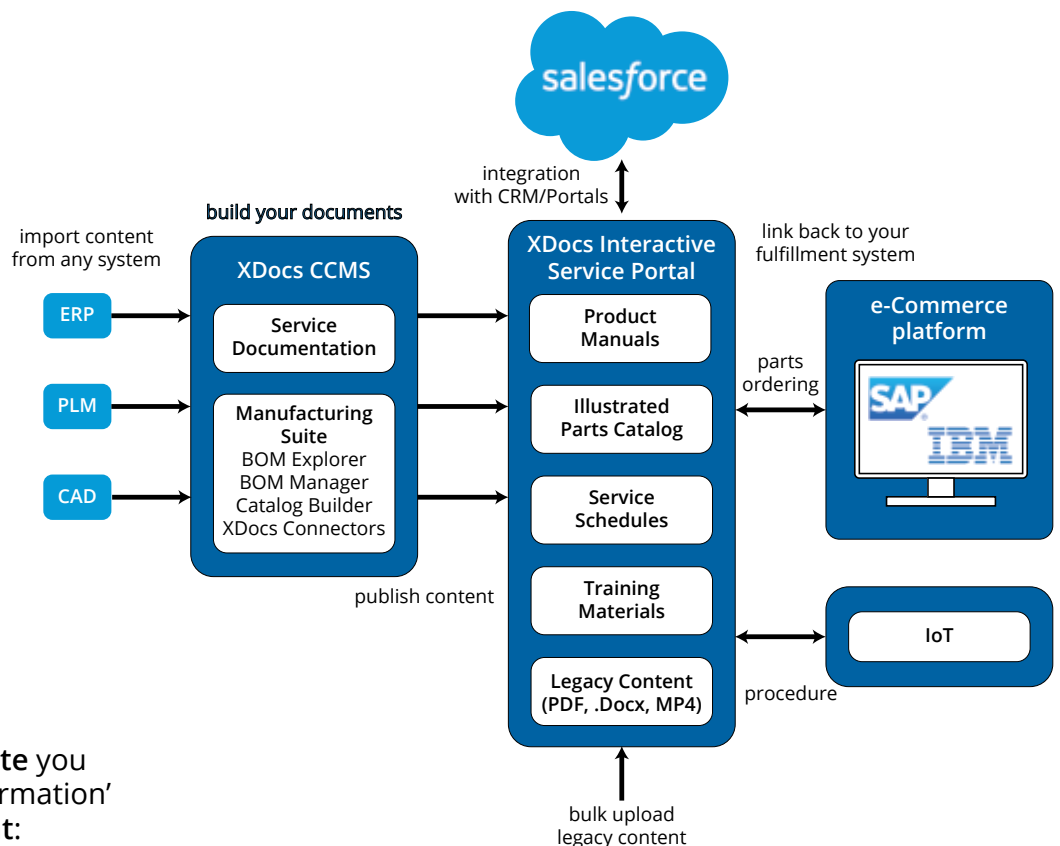
A tightly integrated parts and service information solution that allows manufacturers to better address customer needs.

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 **Fulfillment**:

- 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.
- Upload and store training material including videos.
- Bulk upload legacy content so that all material is accessible from a single location.
- A streamlined workflow for producing integrated service documentation.
- Full control of the information flow:
- Audit trail – what was changed, when and by who.
- Instant comparison between versions.
- Rapid information updates (to all output formats i.e. IPC, Doc, Maintenance Schedules).
- Ensure data consistency and integrity.
- Eliminate system redundancy.
- Build fully customizable web-based Delivery Portals.





Maintenance Manual



Parts Catalog



Training



Maintenance Schedule

***Bluestream Interactive Service Documentation Portal***  
***— all your content accessible from a single point***

## 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- Printed manuals and parts catalogs are quickly out of date.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.
- Training material needs to be available online.
- 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 experience will lose customers,
  - a positive experience will keep customers and increase sales.

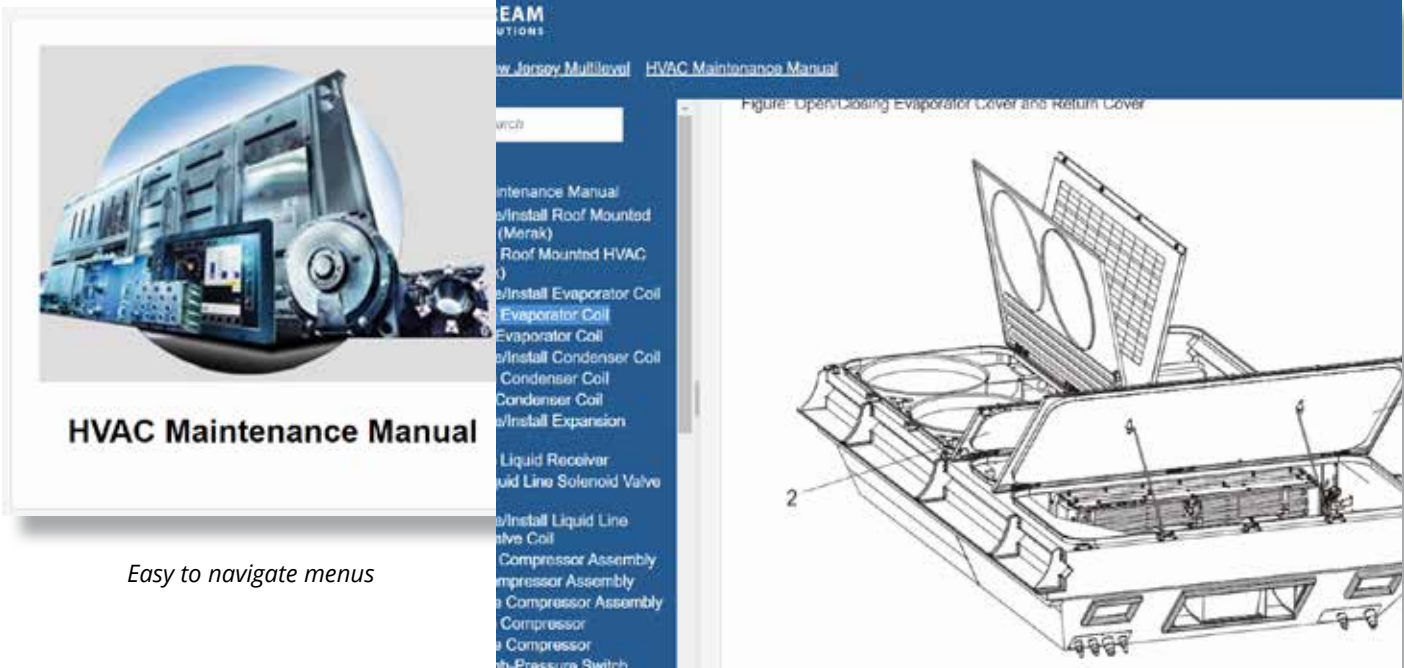
All of this is time consuming and error prone but can be addressed with a single solution from **Bluestream**.

## 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 DITA 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 displays a screenshot of a web-based maintenance manual interface. On the left, there is a navigation menu with a search bar and a list of topics including 'HVAC Maintenance Manual', 'Install Roof Mounted (Merak) Roof Mounted HVAC', 'Install Evaporator Coil', 'Evaporator Coil', 'Install Condenser Coil', 'Condenser Coil', 'Condenser Coil', 'Install Expansion', 'Liquid Receiver', 'Liquid Line Solenoid Valve', 'Install Liquid Line Solenoid Valve', 'Compressor Assembly', 'Compressor Assembly', 'Compressor', and 'High-Pressure Switch'. The main content area shows a technical diagram of an evaporator cover with the caption 'Figure: Opening Evaporator Cover and Return Cover'. The diagram is a 3D perspective view of a rectangular metal housing with two circular openings on top, which are shown in an open position. A number '2' is visible near the bottom left of the diagram.

### HVAC Maintenance Manual

*Easy to navigate menus*

## Parts Catalog example

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

**HVAC Parts Catalogue**

Index	PartId	Description	order
2	0580080001CP	HVAC SYSTEM CONTROL ARRANGEMENT	
3	0580080003CP	HEATING ARRANGEMENT	

## Maintenance Schedule example

**Maintenance Schedule**

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.

Find out how **Bluestream** can revolutionize your content.  
Contact us today at **info@bluestream.com**.