

streamlining technical documentation with product lifecycle management (PLM)

Reduce documentation translation and production costs by networking your data and information.

The globalization of sales markets, multi-cross publishing, and the fast turnover and immense variety of products impose enormous demands on the creation of technical documentation. The goal is to ensure that the documentation can be updated with consistent quality, whilst simultaneously reduce the costs for production and translation.

Technical documentation can be roughly broken down into two areas: pre-sales and after sales. Pre-sales involves the production of documents that are required **before** a product is sold; for example, product catalogs or price lists. For after sales purposes, the documentation is produced for products that have **already** been sold; this includes service and user manuals, or spares and accessories catalogs.



The challenges

To maintain competitive capability, products must be developed in ever shorter cycles. This means that products are subject to frequent changes and, in turn, there is an enormous increase in deadline pressures for the appropriate technical documentation: after all, a product can only be delivered when the complete and accurate documentation is available.

If the documentation is produced in insular editorial systems - as is the case for most manufacturers - the coordination and synchronization of products and corresponding documentation is a complex process and, therefore, it is often accompanied by errors. In addition to deadline pressures, the documentation must often be made available in a wide range of output formats (multi-cross publishing) and in different languages. Documents provided on paper are no longer sufficient; today's demands are generally only satisfied by web-based and intensely visual forms of documentation.

The solution

PLM-Integrated Documentation

The solution for successfully mastering these challenges is offered by networking the data and information by integrating the documentation into structured product data management. Data structuring is a major enabler for product development in the manufacturing sector; but in the field of technical documentation, it can be the foundation for the effective use, reuse and referencing of data and information, as well as being an essential administrative tool.

Today's demands on technical documentation can only be fulfilled when the documentation is understood as an essential component of the product lifecycle. In order to cope with the numerous product modifications and models in the technical documentation process, a direct interconnection of product and document structure brings enormous benefits. For instance, when products are modified, it can be seen immediately which documents are affected; these can then be revised at short notice.

The **PLM-Integrated Documentation** process gathers information at all process levels, performs integrative and structured processing, makes the necessary changes to the documentation and subsequently redistributes the data. As the reference is automatically revised, documentation revision may even be avoided completely due to direct referencing of data from product structures; this also applies to 2D and 3D illustrations that are referenced rather than having to be recopied into the documents*.

The escalation of visualization in the product world is leading to a continuous reduction of text content in documentation; for instance, it is acceptable for repair manual content to rely on illustrations and diagrams rather than extensive commentaries; it can also lead to a considerable decrease in the costs of production and translation.

PLM-integrated technical documentation brings considerable benefits:

- ▶ **The translation process is accelerated by the use of integrated translation memories and the incorporation of translation agencies**
- ▶ **Regional legal requirements and standards are taken into account by system-supported functions**
- ▶ **Text elements and modules are reusable, due to the use of the 'singlesource' principle**
- ▶ **The content of publications is always kept up-to-date.**

*Please note, when producing the documentation, it is essential to rigorously employ the use of XML technology which allows a clear distinction between content, structure and layout.

Our service portfolio

Atos's IT solutions offer a broad spectrum of services, embracing all fields of technical documentation: as a result of our wide experience, we have developed documented best practices and methods that are used globally.

We produce technical documentation in various different phases, depending on the actual requirements - from 'As-Is' analysis and 'fit-gap' analysis for harmonization with the Content Management System (CMS), to the actual migration and mapping of existing data into the system. The number and content of the phases may vary from case to case.

Application management can also be integrated into the service package. This guarantees you a considerable reduction of effort during the introduction and operation of your **PLM-Integrated Documentation solution**.

About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos Worldgrid.

For more information, contact: dialogue@atos.net

atos.net

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