



Atlas Copco

Case Study

Atlas Copco Delivers Just-In-Time Technical Documentation To Global Customers with Trisoft

This case study tells the story of how one of the world's leaders in industrial solutions transformed the management of technical information for its Compressor Technique business unit. With the deployment of Trisoft Component-based content management system, The Compressor Technique business unit cut costs of production and localization and substantially reduced the risk that customers and service personnel would mistakenly order the wrong spare parts.



Case Study

Background

Atlas Copco is a world leading provider of industrial productivity solutions, developing and manufacturing industrial tools, compressed air equipment, construction and mining equipment, and assembly systems. Revenues for 2007 totaled BSEK 63 (BEUR 6.7) with 33 000 employees at year-end. The Group's global reach crosses 160 markets making the delivery of product information critical in multiple languages to a large number of customers in different segments.

This case study focuses on the Compressor Technique business unit which deployed a new approach to managing global technical information. This business unit develops, manufactures and distributes a large variety and types of compressors: oil-free and oil-injected stationary air compressors, portable air compressors, gas and process compressors, turbo expanders, electric power generators, air treatment equipment (such as compressed air dryers, coolers, and filters) and air management systems.

The Challenge Managing Global Technical Information

Before the deployment of Trisoft, the Compressor Technique business unit was facing growing challenges of managing the unit's technical information. With more than five-hundred different options across its compressors, and many different brands to manage and keep consistent, the documentation team was finding it increasingly difficult to keep pace with product releases and the growth of content by more than 10% yearly. To make matters more complex, the organization had to keep documentation updated for an audience of global customers across more than twenty markets and languages. Particularly complex was the requirement to personalize publications for different customers based on which subset of the five-hundred options were included in the compressor purchased by that customer. Since each compressor was tailor made to customers' specifications, the technical publications group was managing 500 factorial possible combinations of technical documentation.

To address these challenges, the organization needed a solution that would enable the writers to easily share content across publications, handle the large number of conditions and variations, and manage the translation of the changing source content in up to twenty-four languages.

The documentation group also wanted a solution that would address the challenges of managing its spare parts books. In the then existing process, the spare part books were created manually, with each publication including a range of parts for an entire family of models. This approach to spare parts was both costly and difficult to manage in several respects. Even small changes would result in significant repetitive costs in manual production (layout) and in localization (Desktop Publishing or "DTP"). Furthermore the strategy of including a family of models in one publication generated a risk that service personnel and customers would order the wrong spare parts because they might select the wrong parts.

To limit this risk and drive down the costs of production and localization, Atlas Copco settled on a strategy to move to a topic-based authoring and publishing process in XML and recently moved to DITA. The goal was to author in smaller units of information that could be more easily assembled on the fly based on a set of conditions. After comparing available options on the market, the organization decided to adopt the Trisoft Component-based content management system. "We needed a way to manage the variations of our content across our different brands and products and deliver the right information to the correct customer," explained Louis De Jaegher, Aftermarket Process Development Manager. "We looked in the market and Trisoft provided a compelling system that met our requirements and empowered us to achieve our objectives."

Beginning in 2001 as an early adopter of component-based content management, the Compressor Technique unit deployed the Trisoft system. Recently, the organization has successfully migrated from the earlier XML solution to DITA and integrated with Arbortext Editor for authoring, Antenna House for publishing and SDL's Translation Management System for localization. The Trisoft powered solution has enabled the writing organization to achieve several of its critical goals: 1) write smaller units of information that can be rapidly repurposed within multiple publications, 2) manage the versioning and relationship of topics to publications, 3) oversee a large number of conditions and variations 4) publish on the fly so that customers can get the right information on-demand without extraneous information, and finally 5) reduce the cost of translation beyond that provided by translation memory technologies. With the Trisoft solution in use, the Compressor Technique group has achieved its goals. The group has been able to keep content updated and fresh, reduce translation costs by twenty percent, eliminate desktop publishing costs completely and significantly reduce the time consuming manual and tedious tasks involved in managing translation.

With the new system and process, the Compressor Technique writing team has also been able to change how it has managed the spare part books. Moving from a “family-based” to a “model-based” spare parts book methodology has significantly reduced the number of incorrect spare parts ordered and is making possible the delivery of documentation on demand over the web. Significant improvements in customer satisfaction have been achieved while reducing costs and making the technical publications group more efficient.

The Trisoft system also allows the company to publish information on demand to its corporate Website. Clients, who wish to get their customized manual, can enter the serial number of their compressor on the corporate Web-site. Based on that input, Trisoft generates on the fly the information that the customer needs from the latest updated technical information managed by the group.

Technology Summary

Trisoft is a Component-based content management system for technical documentation organizations. Trisoft empowers global organization to single source content across global markets. By reusing and repurposing content, global organizations are cutting the time to documentation, driving down translation costs, delivering higher value content in more personalized form to global customers, and creating greater agility for the business to respond to changing market conditions and customer requirements.

Challenges

- Difficult to share and repurpose content
- High desktop publishing and translation costs
- Content not easily and readily updated
- Managing 500 options and many different brands

Solution Elements

- Trisoft Component-based content management system
- DITA
- Arbortext Editor
- Antenna House
- SDL TMS

Results

- 100% reduction in DTP costs
- 50% increase in efficiency
- 20% reduction in translation costs on a yearly basis
- Increase in customer satisfaction thanks to the delivery of personalized manuals (a personalized manual per serial number)
- Reduction in incorrect orders of spare parts

For more information on Atlas Copco go to:
www.atlascopco.com

Trisoft is one of the worldwide leaders in Component-based content management systems for technical writing organizations. Trisoft's software empowers global organizations to single-source content, easily sharing, reusing and personalizing content in various publication formats and in multiple languages across global markets.

Through efficiency gains, Trisoft customers are able to speed time of information to global markets, drive down the cost of content development and translation, provide more agility for the overall business, and increase customer satisfaction through access to the better information. Trisoft customers include a number of large consumer electronics and mobile communications companies as well as the following: Atlas Copco, DAF, Océ, Mitsubishi, NetApp, Still, Linde, Nautilus, and VMware. Trisoft headquarters are in Mechelen, Belgium.

