How German Manufacturers Create Technical Documentation with ST4 DocuManager

TCUK Conference
Brighton, 17 September 2014

SCHEMA
Complex documents made easy.

Software for TechDoc from Germany?

- German Tekom organizes the world's largest event on technical communication gathering 3.000 people every year
- 40% of the global machinery industry resides in the German speaking countries
    - High-end machinery and plants with lots of variants and large volumes of technical documentation
    - Up to 40 target languages are daily business
    - Pragmatic approach: Technical documentation must be accurate but cost-efficient
- There is a long tradition of German CCMS vendors
    - 3-4 real but smaller competitors of SCHEMA
    - feeding ~ 250 employees with offering CCMS products
    - Vassont, Astoria, SDL Trisoft, Ixiasoft are virtually unknown
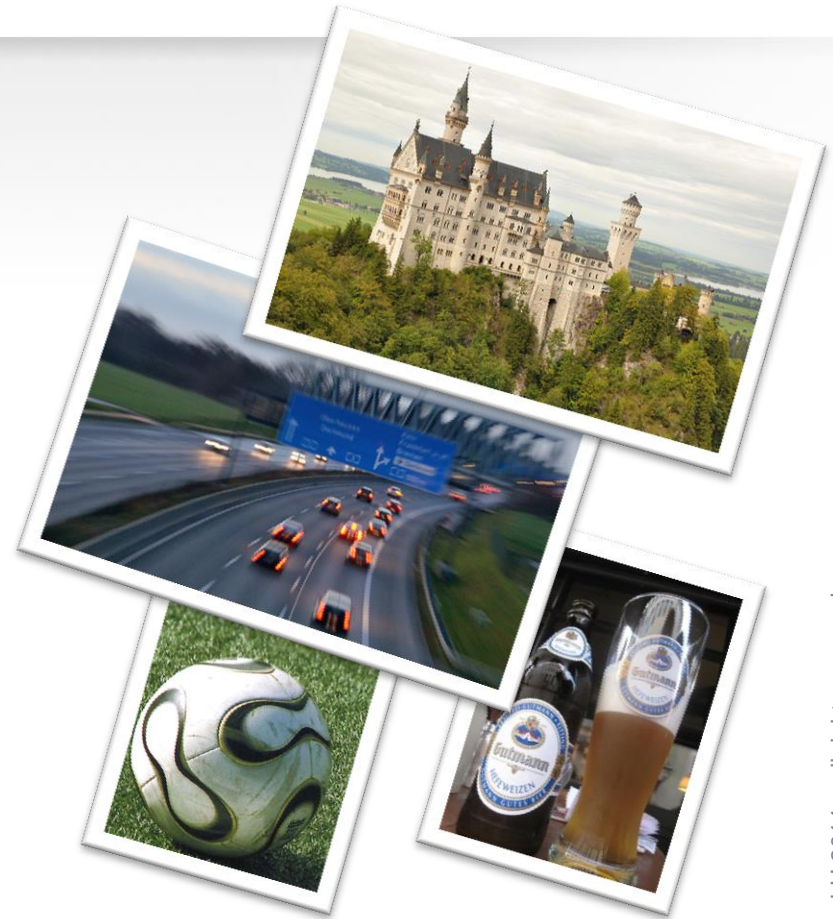
→ The TechDoc market in Germany, Austria, Switzerland is about as big as the US market

Quick dive into marketing facts

- SCHEMA
    - is one of the biggest German CCMS vendors
    - has ~100 employees living solely on CCMS
    - founders are still Managing Directors and owners (~ 85%)
- SCHEMA ST4
    - works database-oriented, not file-oriented
    - is ready-to-use and highly configurable
    - supports MS Word with all CCMS-features enabled
    - layout templates are visually designed instead of coded

More than 300 projects …

When Are Documents "Complex"?

Complex documents are not created once and then archived, but are part of a life cycle process.

This life cycle process is defined by one or more of the following requirements:

- Publication in more than one **language**
- Publication of more than one **variant**
- Publication in more than one **format** or **layout**
- Over time, several **versions** of a document will be created and may be active simultaneously
- The document undergoes **quality assurance**
- The document is edited **collaboratively** by decentralized teams

Complex documents exist in Technical Documentation and elsewhere!

The three major approaches in our industry

Modularization

Separating content and layout

Content Management

Component based authoring
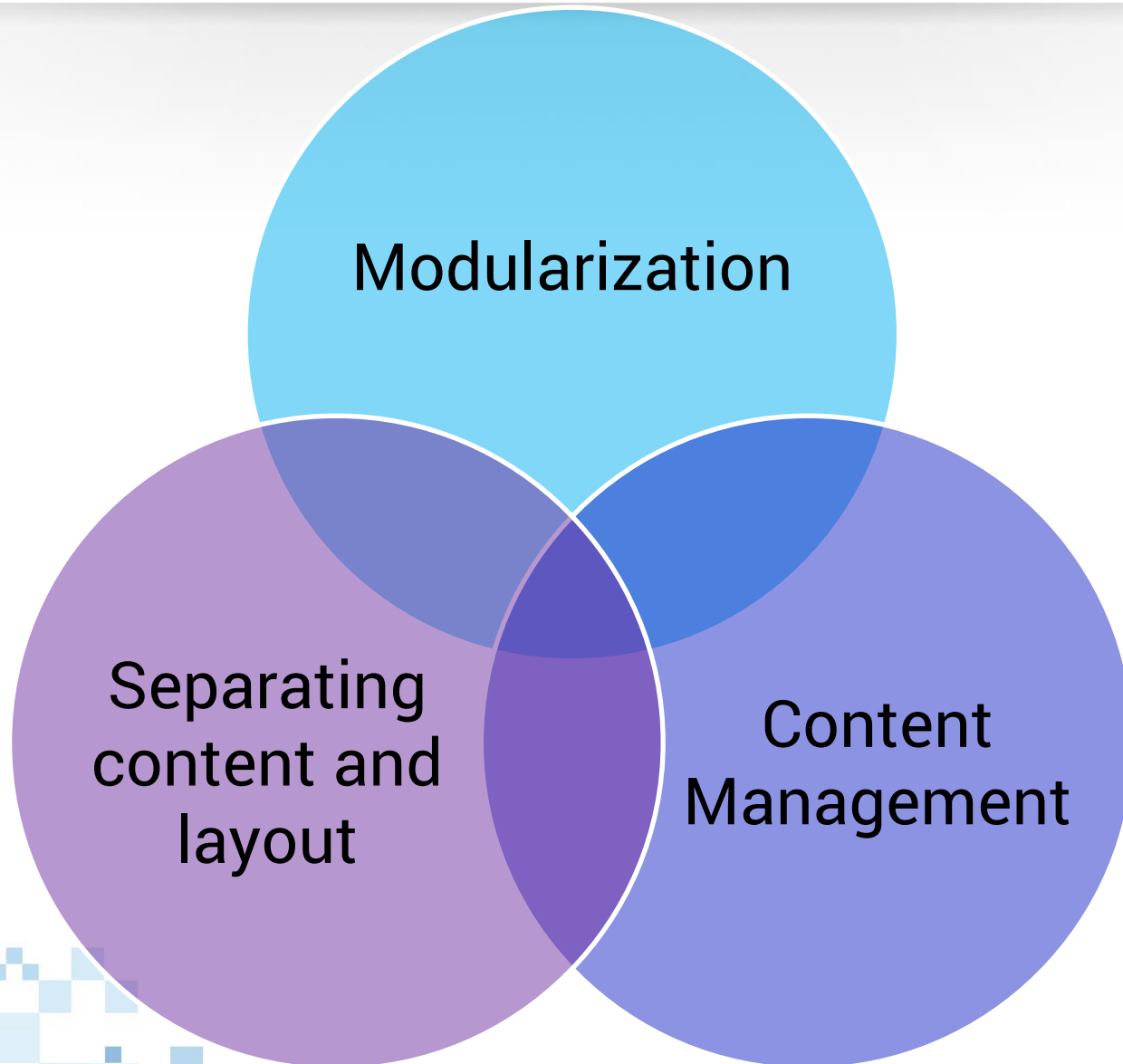
- Documents are split into information components (topics)
- Information components (topics) can be compiled flexible to new documents
- And much more …

Nodes in ST4
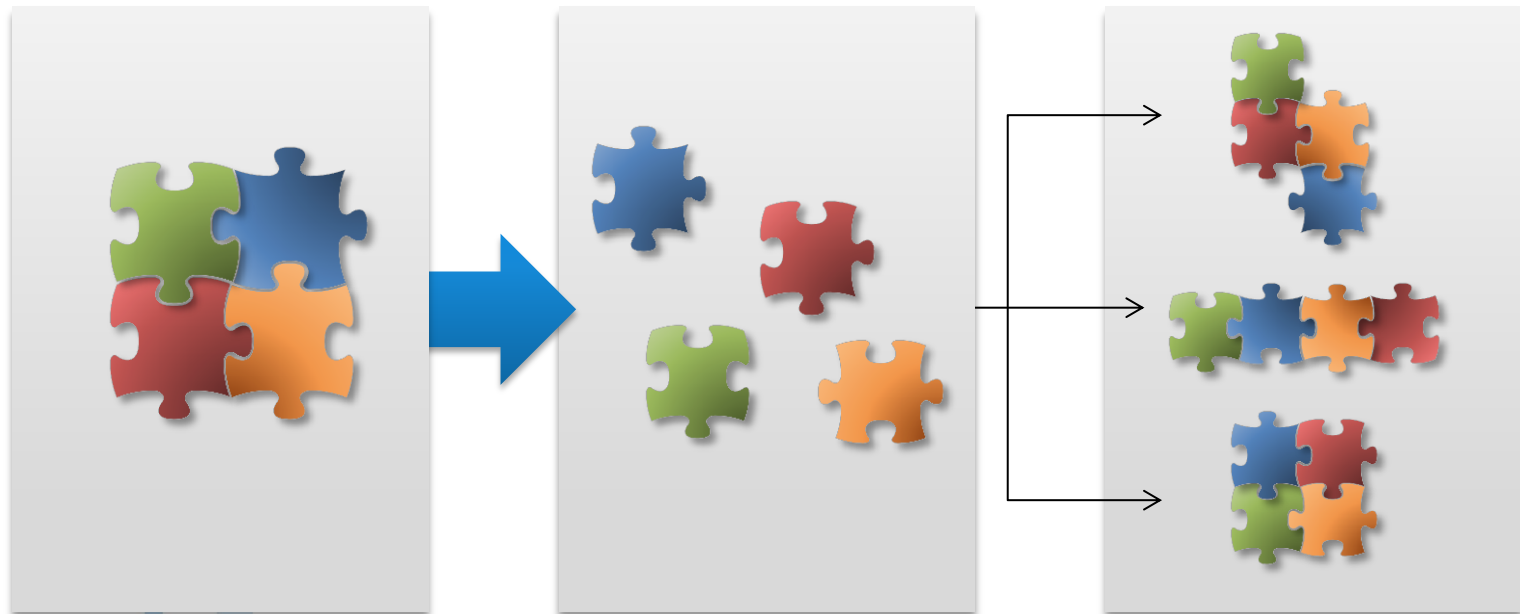
- Far more than just text snippets
- Contain different levels of the same information
- Are the foundation of ST4
- Are called nodes …
- Can be seen as (IT) objects
- Also can be seen like cupboards and drawers

- A node is different from a topic

A closer look on nodes
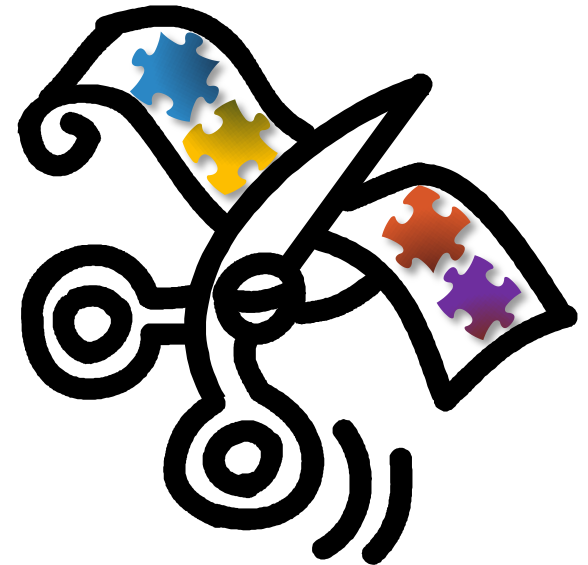
d) Always retract the splitting knife fully during transport and when the machine is at rest.

5.4 Noise [Not Released]

The workplace-related noise level is 70 dB(A), measured at the ear of the operator. In the case of machines with a PTO drive, the noise level depends on the noise of the tractor.

5.5 Remaining risks [Not Released]

Even if all safety precautions are observed and the machine is used in accordance with the instructions, some risks still remain:

- Injuries caused by touching of revolving parts or tools
- Injury caused by flying logs or log pieces
- Risk of burns if the engine is not properly ventilated
- Hearing loss if ear protection is not worn when working

⚠ **WARNING**

Injuries caused by remaining risks

With every machine, some risks still remain.

a) Operations to be performed only by properly trained personnel.

b) Always be very careful while working with the machine.
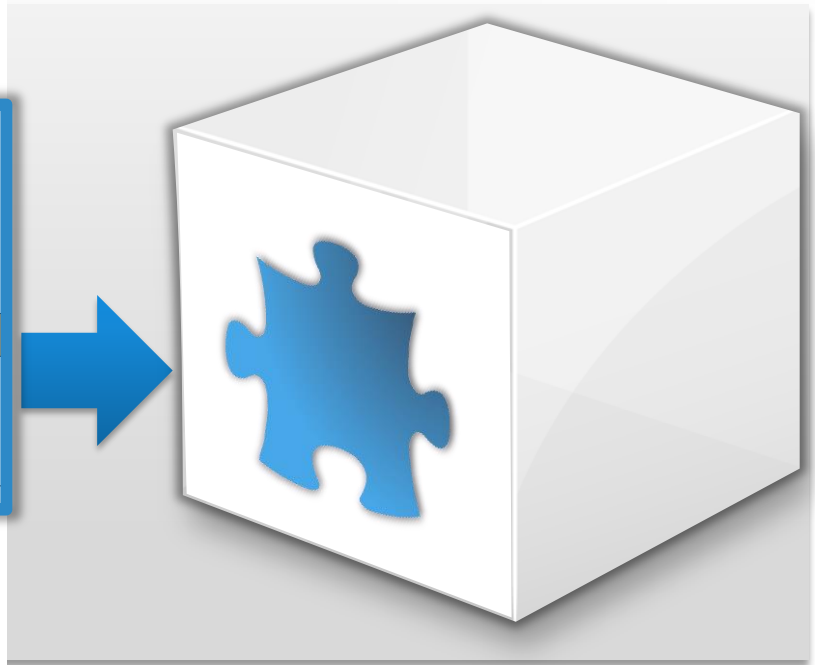
5.6 Proper use [Not Released]

The machine HydroCombi 10 is designed exclusively for splitting logs with a maximum length of 110 mm.

6 Checks [Not Released]

Maintenance and inspection work

NOTICE

Improper inspection and maintenance work on the machine

Nodes and Language

Nodes and Language

Language

- (language-neutral)
- Arabic
- Bulgarian
- ✓ Chinese
- Croatian
- Czech
- Danish
- Dutch
- English
- English (USA)
- Estonian
- Finnish

Nodes, Language and State

Language

- (language-neutral)
- Arabic
- Bulgarian
- ✓ Chinese
- Croatian
- Czech
- Danish
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- English (USA)
- Estonian
- Finnish

State

Topics, Language and State

Language

- (language-neutral)
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- Bulgarian
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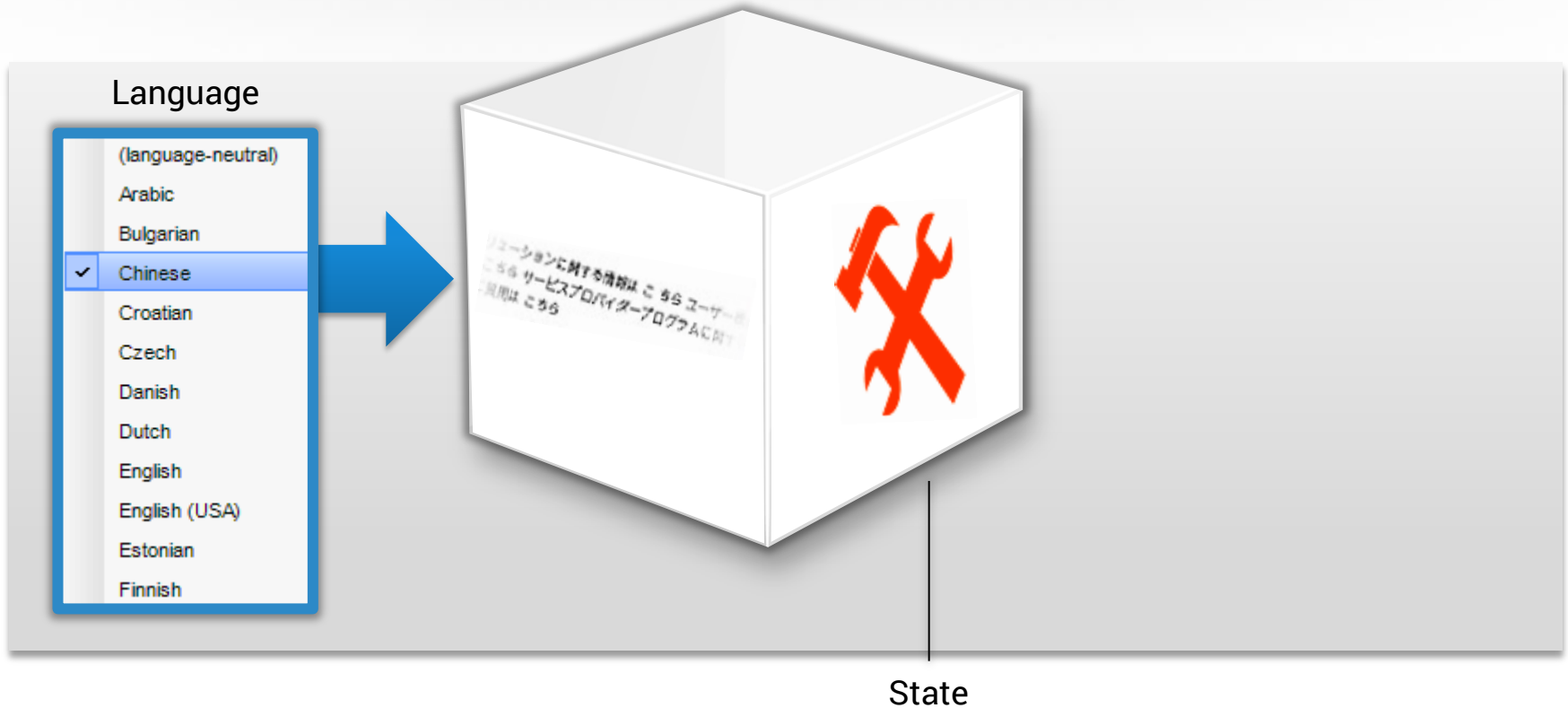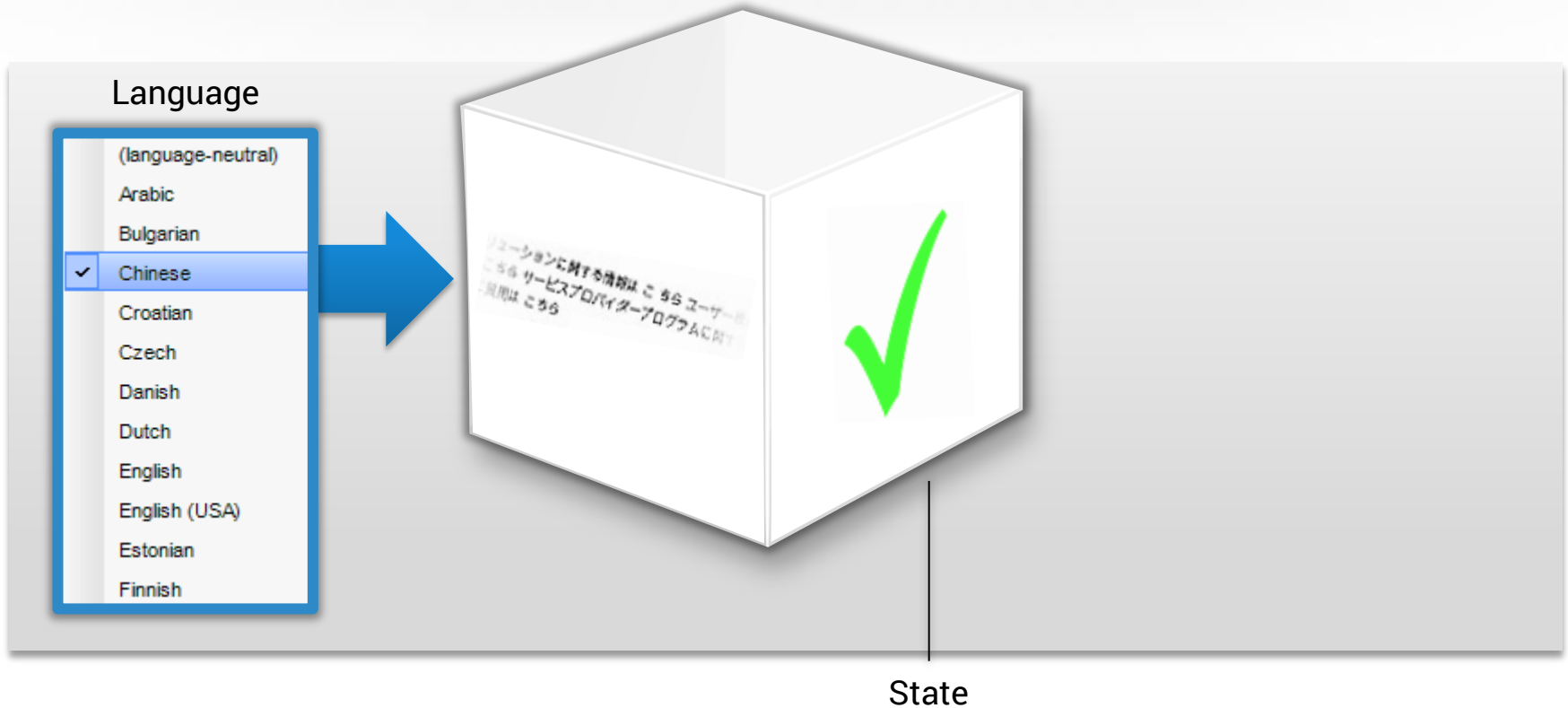
State

Nodes, Language, State and Version

Version

Language

	(language-neutral)
	Arabic
	Bulgarian
✓	Chinese
	Croatian
	Czech
	Danish
	Dutch
	English
	English (USA)
	Estonian
	Finnish

v13 (15.05.2006 12:
v12 (15.05.2006 12:3
v11 (09.05.2006 15:3
v10 (05.05.2006 17:0
v9 (07.03.2006 17:45:
v8 (07.03.2006 17:45:
v7 (07.03.2006 17:43:
v6 (07.03.2006 16:47:
v5 (08.11.2004 14:56:
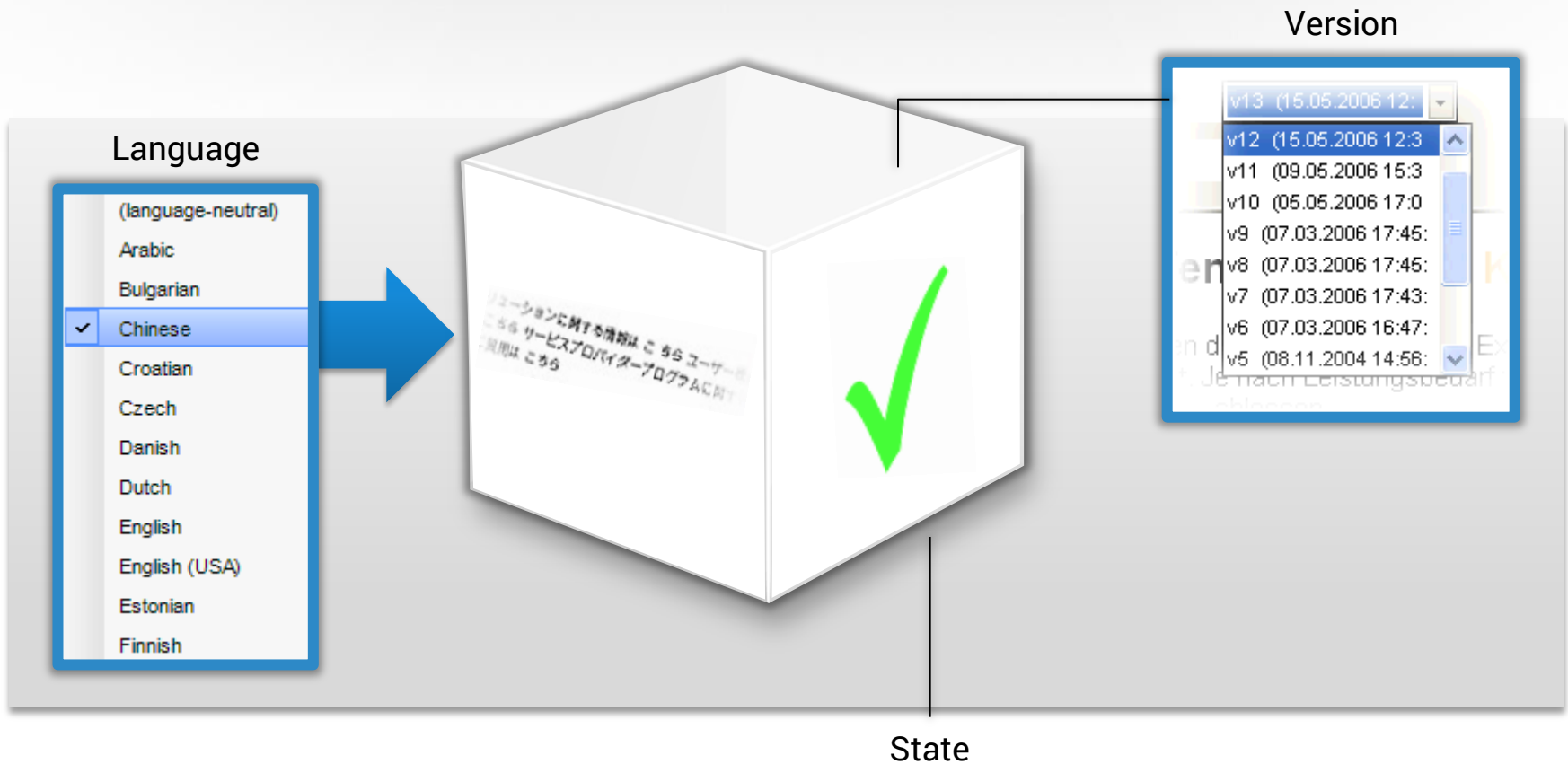
State

Nodes, Language, State, Version and so on

Access Rights

Meta data

Version

Language

(language-neutral)
Arabic
Bulgarian
✓ Chinese
Croatian
Czech
Danish
Dutch
English
English (USA)
Estonian
Finnish

v13 (15.05.2006 12:
v12 (15.05.2006 12:3
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v6 (07.03.2006 16:47:
v5 (08.11.2004 14:56:

Link source/target
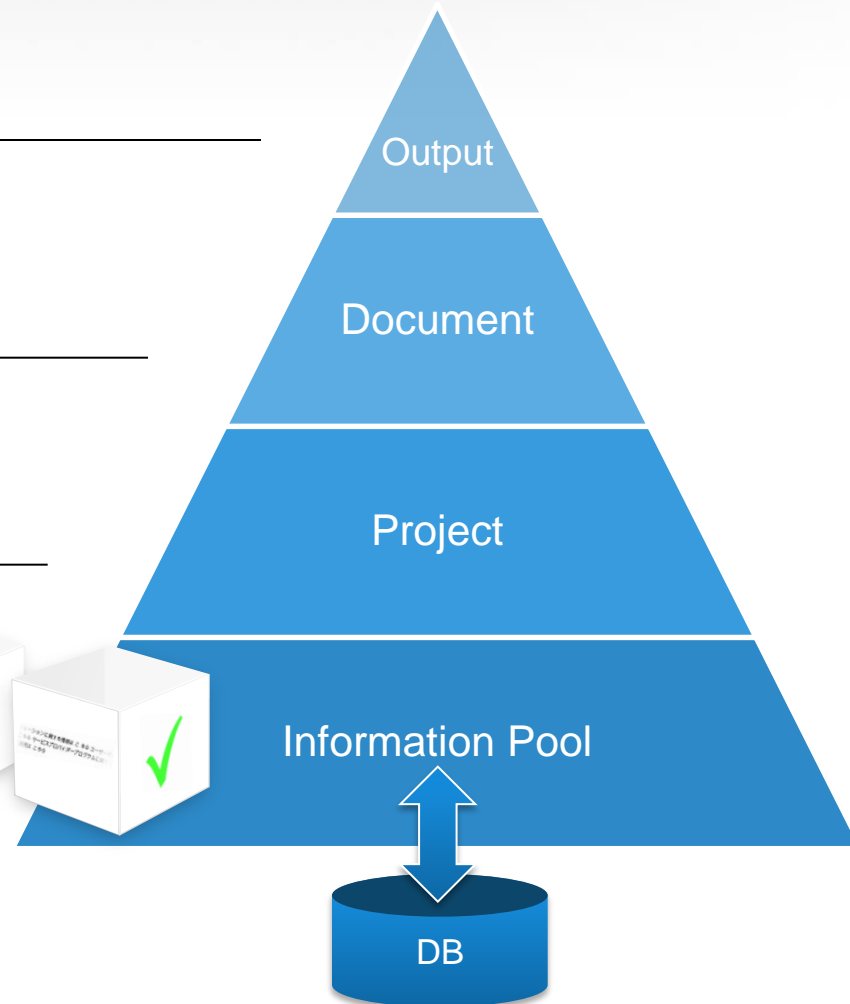
Locks

Node classes

State

Reuse information

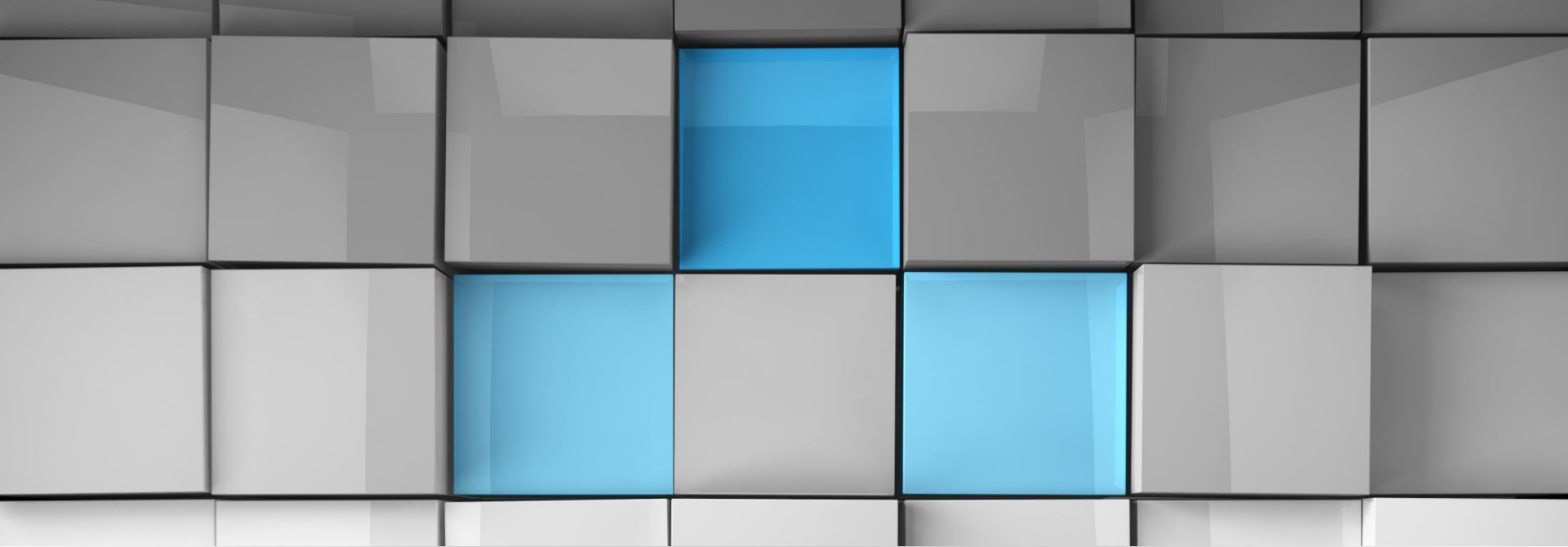# From the information pool to documents

- Final rendition

- Parameter set for publishing engine

- Specific instance of a project (variant, language, layout, format, etc.)

- All specific nodes for a specific information project

- All reusable topics

SCHEMA ST4
Look & Feel

Stay in touch

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