

Documentation Management Software For a Technology Equipment Manufacturer



How replacing their feature-limited documentation management software with an up-to-date DITAworks from **instinctools** empowered a **manufacturing enterprise** to ***fully automate** manuals' publication in multiple output formats and accelerate overall document management processes by **27%**.

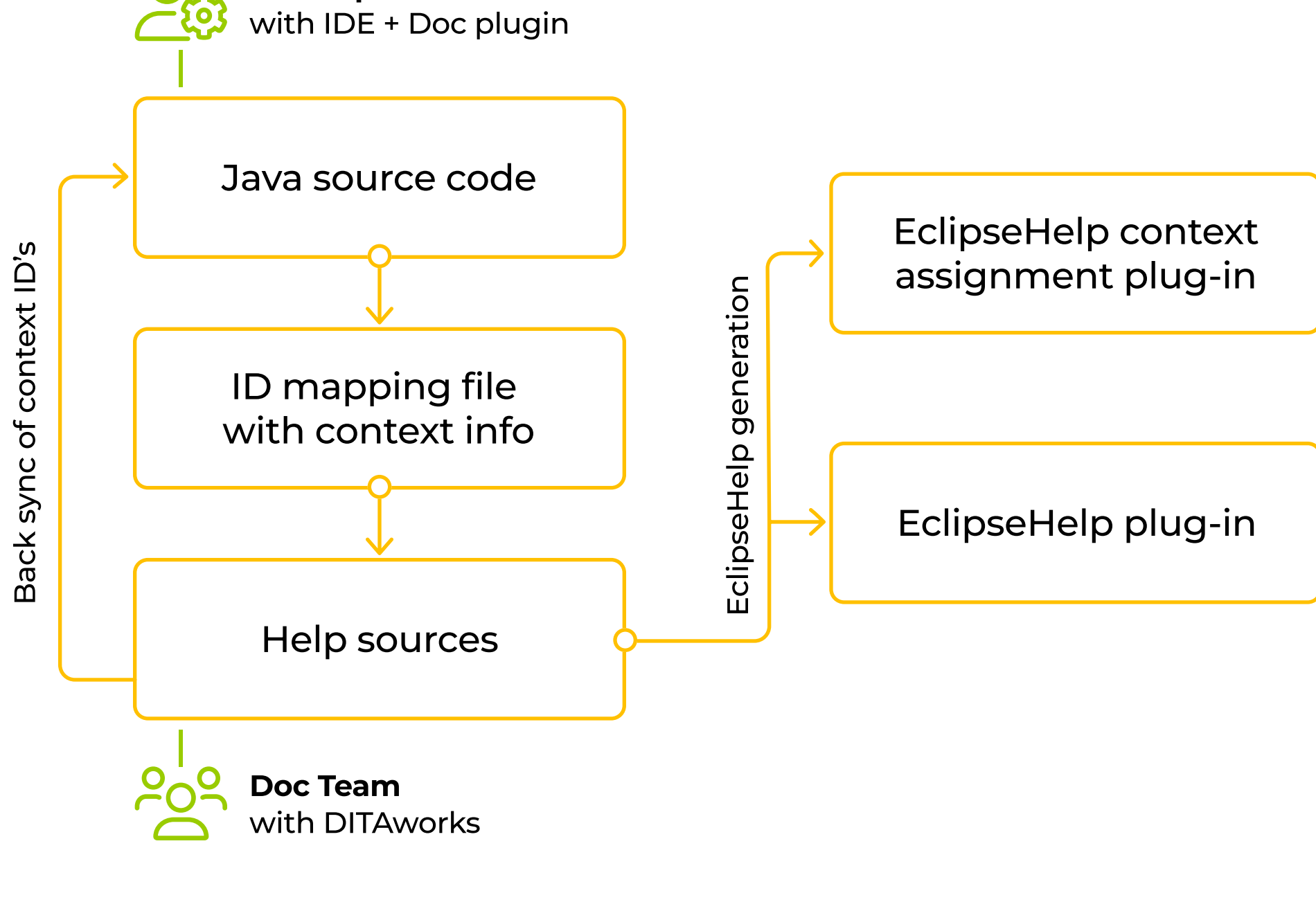
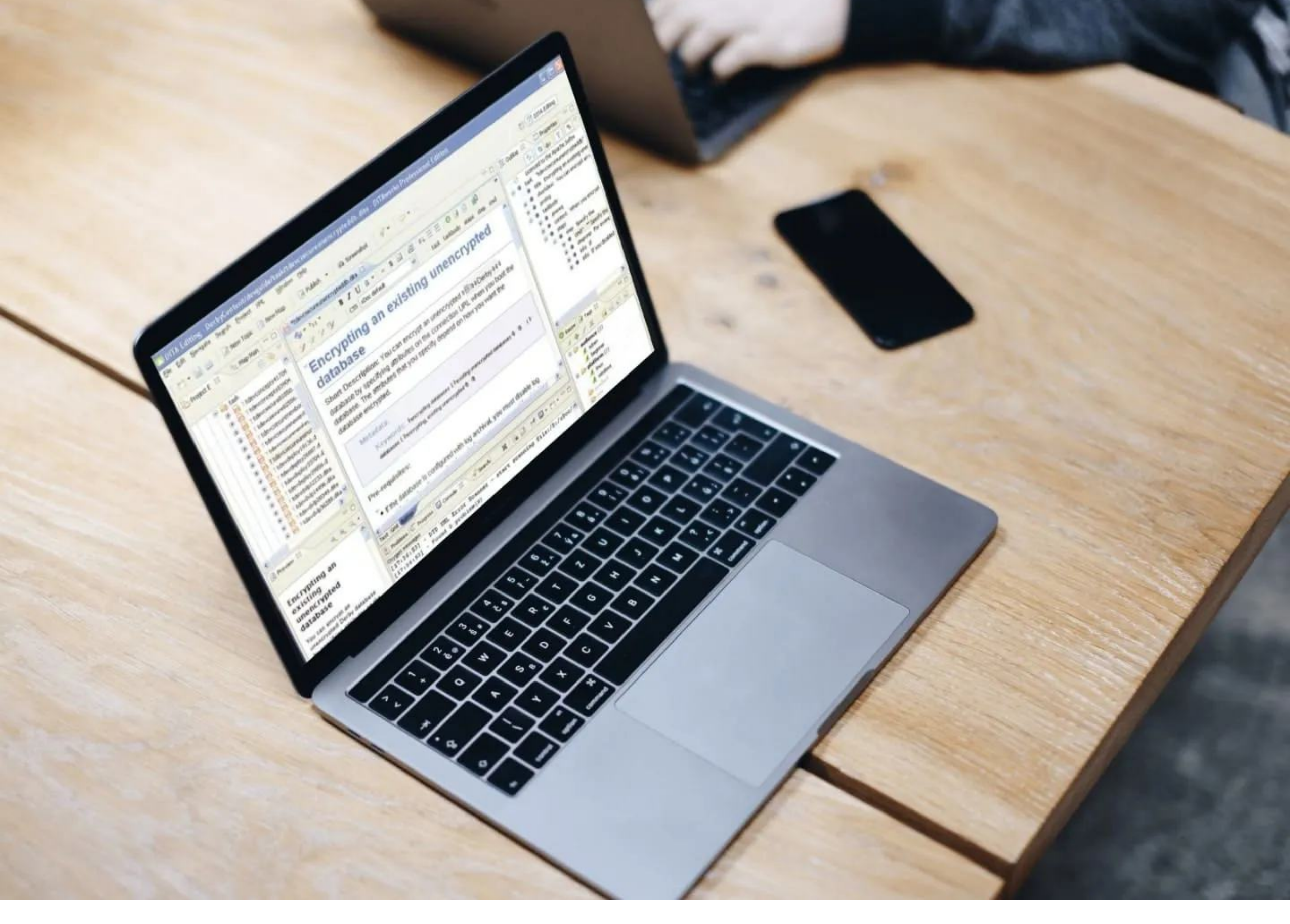
Domain:
Technology

Team:
20 Engineers, Lead Project Manager, 2 Business Analysts, Compliance Specialist, Solution Architect

Challenge

The initial situation at Fujitsu Enabling Software Technology GmbH was characterized by typical challenges with the product documentation:

- **rising volumes and increasing complexity**, driven by an increasing number of versions and variants, driven by an increasing number of versions and variants
- **high-quality requirements** for the documentation as a product component
- **shortened development periods**
- **different output formats** and the need to integrate with the development process and the product itself



Since managing the documentation had become increasingly complex, there was an urgent need for an editorial system that would support the documentation projects optimally and yet seamlessly integrate into the existing development process.

Existing content based on an earlier version of the DITA standard needed to be migrated to the current status.

As the editorial team had been using XMetaL as an editor for quite some time, this preferably needed to be retained. Even the long-established publication process needed to be (initially) retained.

Solution

In response to these diverse challenges, Fujitsu Enabling Software Technology GmbH selected the software DITAworks from ***instinctools**, after an **extensive trial**.

Fujitsu Enabling Software Technology GmbH deployed the DITAworks solution for Eclipse, which also has special functions for the documentation of Eclipse-based applications.

Existing content and the model were carefully analyzed.

Recommendations for the migration to the latest DITA standard and integration with the existing development and publication process, as well as the XMetaL-Editor, were developed.

*instinctools completed the implementation of the recommendations in consultation with **Fujitsu Enabling Software Technology GmbH**.

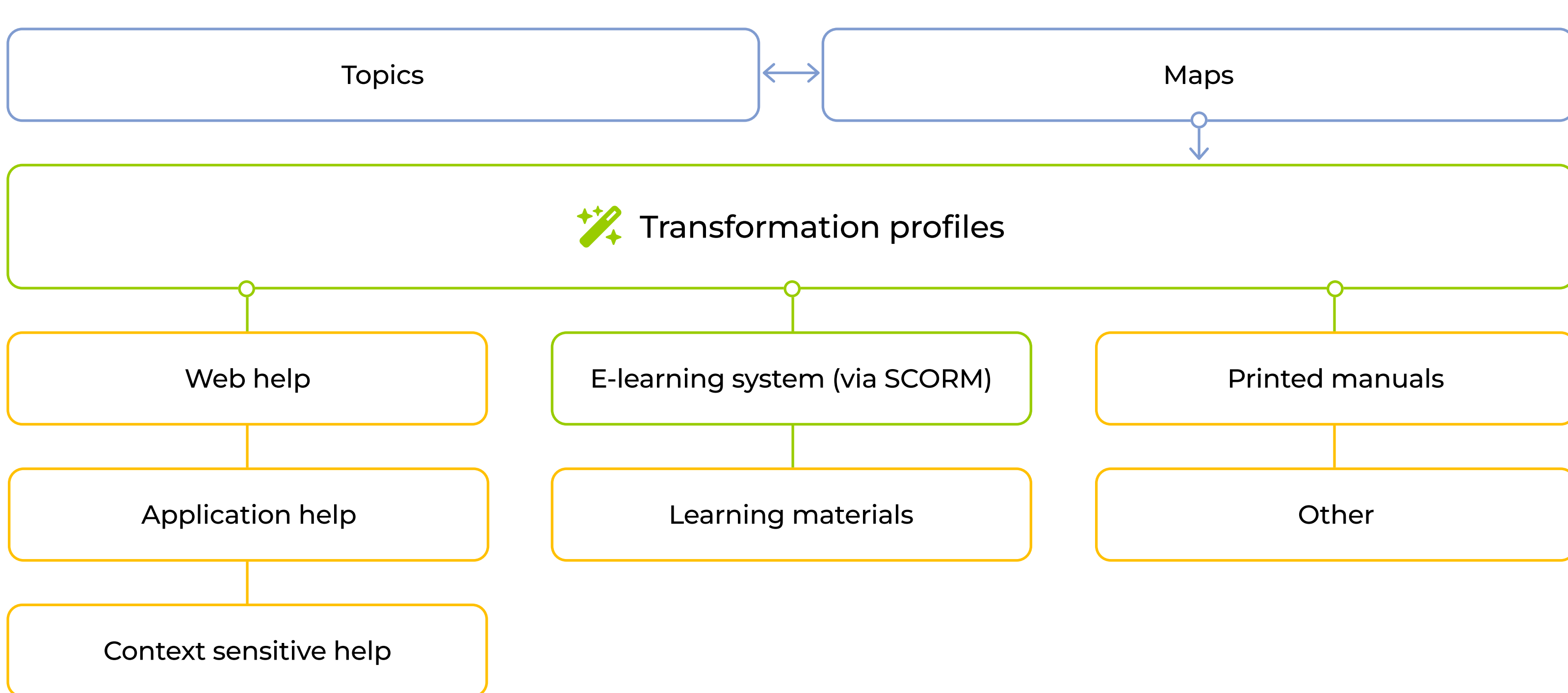
Result

Even before the beginning of the project, Fujitsu Enabling Software Technology GmbH utilized many of the advantages of single-source publishing, using DITA standards for the documentation: content once created is used in several different documents, and the publishing process allows output in various formats (Eclipse Help, HTML, PDF).

After the existing content has been migrated to the latest DITA standard and its adoption completed in DITAworks, there are no obstacles to the immediate use of the convenient options that DITAworks offers. The editorial team of Fujitsu Enabling Software Technology GmbH is now optimally equipped for further documentation of their applications.



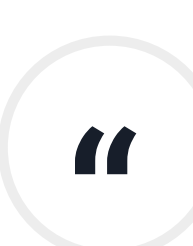
About DITAworks, see more here: [ditaworks.com](https://www.ditaworks.com)



Key features

- Integration with the development process**
- Specific transformations and validations for Eclipse Help**
- Assignment of help contexts and synchronization with the source code**, thanks to a plug-in for the Eclipse IDE
- Eclipse Help deliverables** (such as contexts, live actions and cheat sheets), thanks to the DITA specialization for Eclipse Help
- ID Wizards help documentation** and development teams with synchronization
- Possibility for technical writers** to work with their preferred editor
- Support of dynamic context ID mapping** (DTP approach)
- Import of existing Eclipse Help Plug-ins**

Testimonial



*With growing documentation requirements, we saw a need for a tool that would help us to manage our product documentation based on the DITA standard efficiently and comfortably, as well as publish the documentation in different formats. With DITAworks, we found the right solution, and, after careful analysis, the *instinctools team was able to bring the tool into our production environment in a short time.*

Ms. Inge Süß
Director of QA & Documentation at Fujitsu Enabling Software Technology

Do you have a similar project idea?

Contact us — and we will estimate your projects costs for free!

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