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The leading Competence Center for Technical Communication and Information Management

digital.precise.compliant.

With our software and expertise in efficient, compliant and digital information management, translated into the language of your customers.

For your global success.

Full service package for technical documentation.

Software and services tailored specifically to your sector.

Your advantages at a glance

We provide you with support when it comes to product safety, documentation and translation. Our experience ensures the quality of your information, minimizes your outlay and maximizes customer satisfaction. Tailor-made software and our comprehensive expertise in technical documentation guarantee you efficient, compliant and digital information management for your global markets.

You company is active globally. As a result you face the challenge of making information available worldwide. Whether you are dealing with product specifications, drawings or operating instructions, we at gds have the tailor-made solutions to help you.

We ensure that you can access the information you require, efficiently, precisely and on time. Our tried-and-tested solutions make the difference:

- With XR and docuglobe, we supply you with both an XML and Word-based **content management system** which optimizes your information processes.

- authordesk, our **author support system**, promotes comprehensibility.

- We facilitate web-based review and approval processes with **reviewhub**.

- **easybrowse**, our content delivery portal, ensures that your information is delivered systematically to the right recipients.

In addition to our software, we support you with sound knowledge on compliance. We generate your paper-free operating instructions with "**Digital Only Concept**", reliably and in compliance with legal requirements.

We optimize your processes in order to achieve a high quality of information with a justifiable outlay.

Our technical authors provide your documentation team with support, including during times of peak demand to deliver your instructions punctually and with complete contents. Translation through gds Sprachenwelt GmbH is a fixed component of our portfolio.

We provide long-term benefits through native speakers translating for all national languages:

- The quality of your foreign language texts is enhanced, thanks to the language skills, technical knowledge and intercultural expertise of our translators.

- Your customers are more satisfied because their needs are "properly" addressed.

- There are fewer inquiries for the Service and Customer Service departments to deal with because your documents are comprehensible and "safe".

- Costs for new translations are reduced, thanks to the reuse of texts already translated.

Trust in our decades of experience. Together we will shape your information management to be successful and viable for the future.

Optimized processes

Compliance achieved

Enhanced productivity

Fewer contact persons

Lower operating costs

Improved quality

Reduced outlay

Peak demand times covered

Minimized errors

Eco-friendlier production

From theory to practice – how our customers use our systems.

docuglobe word editing system
ERP and content management system combined – gds automates technical documentation at VHV Anlagenbau.

XML content management system XR
Catering for demands and target groups – teamtechnik places its trust in XR from gds

Digital Only Concept with easybrowse content delivery portal
Sustainable thanks to "Digital Only Concept": technotrans introduces easybrowse from gds

"We rigorously apply standards in our products, thus enabling the information flow and digitization."

Anne Kudla | Head of Sales

ERP and content management system combined – gds automates technical documentation at VHV Anlagenbau

For many years now, VHV has been generating the technical documentation for its machines and systems using docuglobe. Previously, the process of generating documentation ran largely independently of the process of product development. The generation of the instructions was not integrated into the product development process. The information was transferred from the machine-specific parts lists and into the technical documentation manually. All that has now changed: Thanks to the seamless combination of the docuglobe content management system with the ABAS ERP system, VHV Anlagenbau has since automated the Technical Documentation department. The result: Precise documentation which is generated more quickly, tailor-made and customized exactly to the need of VHV customer and the company's systems.

VHV Anlagenbau GmbH specializes in the development, engineering and production of innovative conveying technology, and is regarded as a market leader in the field of belt conveying technology. The company is headquartered in Hörstel, North Rhine-Westphalia, and its systems are used primarily for conveying bulk goods such as in stone and earth quarrying and the ceramics industry.

The success of the belt conveying systems in this context is based on flexible applications for customers, with VHV supplying tailor-made customized solutions. "Our systems can be configured individually to suit the customer's requirements. We have based our products on a modular system, which is why we work with configuration systems in some fields in order to generate quotations and CAD models automatically," says Kathrin Reeker, an engineer at VHV Anlagenbau. "A practical method which we also wanted to apply to the generation of our technical documentation with docuglobe."

Highly time-consuming processes for technical documentation

Previously, technical documentation at VHV Anlagenbau had not been integrated into the development process for products and had to be generated separately. Technical editors only received information selectively and had to transfer and compile data manually - an extremely time-consuming process. In addition, changes made during the development of systems were not necessarily communicated to the technical documentation department.

"In the past, we generated a standardized set of operating instructions for each product in docuglobe. It was always the same, regardless of the specific accessory parts and variants which the customer received," Reeker explains. "This led to an increased number of customer inquiries regarding optional accessories, maintenance information and assembly instructions." In order to create specific customer and order operating instructions, the order and parts list were checked in detail to determine which accessories the customer had received, thus facilitating manual adaptation of the standardized documentation.

This type of manual adaptation was extremely time-consuming for the medium-sized enterprise and also required close cooperation with the engineering department to ensure that the documentation was always up-to-date. "We were certain: it must be possible to do it all more quickly somehow. After all, we already have all the data on our ERP system", says Reeker. With this issue, VHV turned to gds, the manufacturer of its content management system docuglobe.

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Preventing redundant data generation

"VHV's desire was to use the data that was already available on the ERP system for a machine or system to generate the corresponding documentation, to avoid capturing this data once more in the content management system,

and to update it manually in case of changes", reports Christian Paul, docuglobe Product Manager at gds GmbH. Understandably, as this type of central data management can save a lot of time, prevent errors and increase efficiency during the documentation generation process.
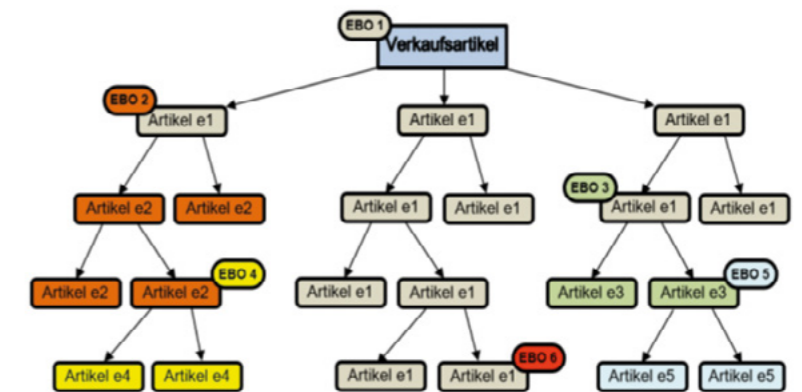

Fig. 1: Installation location structure of a sales item on the ABAS ERP system

In order to implement this requirement of VHV's, the parts list of a system and the corresponding documentation had to be linked to each other through information and characteristics which are included in the parts list. The challenge in the process was finding coupling information which can be adapted to suit the challenge. The parts list is an important element in production, but it is structured differently to the documentation. Whereas the parts list lists every single part, much of the information is irrelevant for documentation. The question was, therefore, how to filter relevant information from the parts list. In addition, all changes and technical data were to be saved centrally to keep the technical editors optimally informed at all times.

Linking the ABAS ERP system and the docuglobe content management system

"Together with gds, we thought a lot about the solution to this problem in advance. Which components are already in the standard operating instructions on the ERP system, and what can be found in the parts list? And how can be bring that all together?" relates Reeker. "As regards ERP, we had already built a system for working with standardized diagrams to identifying spare parts.

Main sales items are allocated to groups for this purpose. The classification characteristic of each group is the "Installation location" (see Fig. 1. example EBO1). Similar assemblies which are relevant to documentation are also grouped according to installation locations (see Fig.1 EBO2–EBO6).

All the installation locations of an order form the overall structure relevant to documentation. In the process, all the components included are always clearly allocated to an installation location.

In addition, we quickly noticed that we have to assign metadata to our information modules to be able to guarantee the link between both systems."

In the process, a distinction has to be made between product–neutral and product–specific information modules (i.e. modules which are featured in all operating instructions and modules which only contain machine-specific or system-specific information). The metadata "Installation location" item from the ERP system was to be used as the link to the content management system.

Implementation on the content management system

Two measures were taken in the docuglobe content management system to achieve automated document generation based on parts list information.
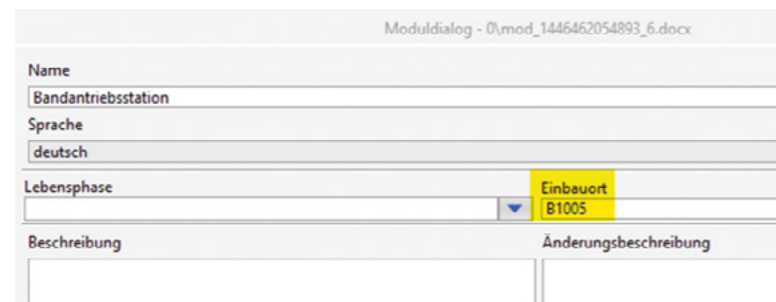
Fig. 3: Metadata "Installation location" item in docuglobe module

Fig. 2: Maximum document in docuglobe

First, a maximum document was compiled for each product type. This master document contains all the relevant modules for all possible order-related variants. It was therefore possible to describe all accessory parts and equipment variants here in detail.

As a second measure, a new meta date was created. In docuglobe, new property fields for metadata can both be added for the documents and assigned at deeper structure levels for individual modules and module groups. In the case of VHV, the new metadata item with the name "Installation location" was defined at module level. This metadata "Installation location" is filled in the maximum document for product-specific modules, but remains empty for general modules. When an order-related document is generated automatically from the maximum document, this results in the general modules always being included in the instructions for this machine type, but the product-specific modules are only included if they are genuinely installed.

Implementation in the ERP system

The ERP system was upgraded to include the option of linking each machine or system to the docuglobe ID of the corresponding master document. This ensures that for orders which are made up of a delivery of multiple machines, the correct order-related documentation can be generated based on the master document which is assigned on the ERP system.

These measures in the systems involved covered the requirements for automated document generation.

An interface file for all purposes

The connection of the two systems was implemented using an interface file. "We were able to generate an interface file in the standardized JSON format with which to link the two systems," Paul explains. "The file can contain various filter criteria, such as the installation location, material or item numbers and other characteristic values." In addition to the filter criteria, metadata is drawn from the product information saved in the parts list. The product designation, order or project number and serial number can be provided automatically from the ABAS ERP system and used in the order-related documentation.

Using the interface file, it is possible to generate not just one set of documentation, but any number for different product types and orders in

different languages. The type of publication can also be defined individually. This way, VHV Anlagenbau publishes the files as a PDF directly after generating the documentation. It is also possible to identify files which have already been saved and generate new versions.

Customized documentation at the push of a button

Cooperation with gds generated considerable time savings at VHV Anlagenbau. The time required for generation of documentation was reduced from several hours per document to just a few minutes. "Thanks to the intelligent linking of data and systems in the Technical Documentation department, we were also able to achieve a higher level of customer satisfaction," claims Reeker. The generation of customer-specific documentation is now much simpler.
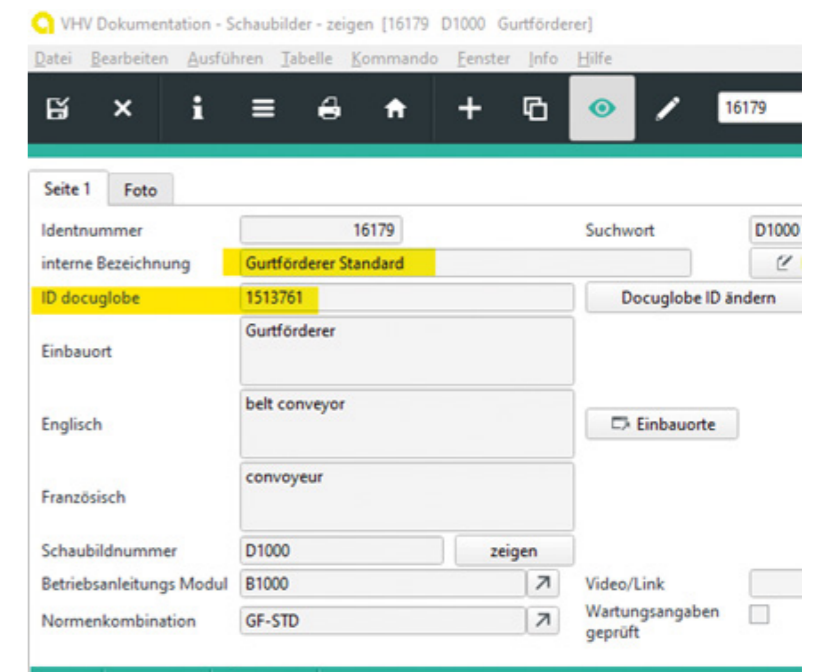
Fig. 4: docuglobe ID in the ERP system

"One click on the ERP system and you have already created an interface file with master ID, machine type, and the metadata for the installation location structure. We can switch conveniently with this file to our docuglobe content management system and, in a matter of seconds, we generate multiple customer-specific documents from the master documents." With this solution, which was generated in cooperation with the gds software development department, VHV Anlagenbau feels ideally prepared for the future.

Catering for demands and target groups — teamtechnik places its trust in XR from gds

Customized, high-quality and compliant with the regulations: This is how the operating instructions which are supplied with machines and systems should be to ensure that products can be handled properly and with as little risk as possible. However, without a digital solution, this is hard to achieve. This is why teamtechnik Maschinen und Anlagen GmbH opted for the XR content management system from gds GmbH.

Experience automation: That is what teamtechnik Maschinen und Anlagen GmbH aspires to. The company is one of the leaders on the international market for production technology, assembly systems and functional testing systems, and specializes in customized automation solutions in the fields of e-mobility, new energy, and medical technology. The range is highly diversified, predominantly comprising special machines and testing facilities. And the regulatory requirements for the corresponding technical documentation are just as complex as the machines. The company decided to introduce an XML-based content management system in order to meet these needs. The choice fell on XR from gds.

The operating instructions which the technical documentation department at teamtechnik produce need to meet particularly high demands. Compliance with the Machinery Directive is imperative, and the texts are customized and tailored to specific target groups. There are also further requirements specifically for medical technology systems which go much further than the general profile. This is where additional GMP directives have to be observed in order to make this particularly sensitive field safe.

Typing mistakes are a costly and time-consuming problem

"We used to use Microsoft Word exclusively for our operating instructions," says Freia Heidmann, Technical Author at teamtechnik Maschinen und Anlagen GmbH. However, the more complex the required publications became, the less the program was able to serve the purpose. Alongside huge difficulties with formating in corporate design, typing errors were also a major problem. "We had to correct each little error in around 20 different texts, everywhere where we used standard content, meaning a reusable text module."

Reusable text modules are very significant in technical documentation. They are, for example, used to save time whenever the same component is installed on different machines. However, only a very few standard pieces of content at teamtechnik had been modularized in sufficient detail. Therefore, each set of instructions ultimately had be written from scratch without being able to call upon existing modules. An inefficient and time-consuming process which, ultimately, meant that texts could not be machine-specific. "It's just like the handbook for a

new car. It features explanations relating to air conditioning with a note indicating that they are only relevant if the car actually has air conditioning. But that wasn't what we aspired to," explains Heidmann. What is required are instructions in which the user can quickly and easily find exactly what is important for the specific machine, but without time-consuming searches.

Making the right decision

This led teamtechnik to reach a decision which involved the procurement of a digital solution to provide the technical documentation department with support and achieve higher quality operating instructions at the same time. Initially, it was all about choosing the appropriate content management system. "We thought long and hard about our decision," says Ulrike Reitz, Head of the technical documentation department at teamtechnik, who played a leading role in the procurement of the content management system. The company's partners were first contacted. "We simply asked what our service providers were using and asked them to show use

their systems. The service providers all showed us their respective solutions and either recommend or advised against them. As a result, we quickly came to appreciate docuglobe and XR systems from gds."

Alongside this dialog with partners, teamtechnik also made use of trade fair visits and attendance at the tekom conference to gain more in-depth impressions. Comparison lists and an analysis of the requirements which the new software had to meet, were drawn up. "Various mechanical engineering companies told us about docuglobe, and the system really impressed us," says Reitz. "However, XR was a better fit for us."

XR impresses

The XR content management system works with information modules which can be reused over and over in different sets of instructions. This is beneficial if, for example, the same assembly group is installed on several different machines. The module which describes this part is used in each set of operating instructions for one of

these systems. The same advantage also applies when updating instructions. All content is available in classified form and can be found quickly.

Thanks to modularization, the described issue which arises with typing errors also ceases to exist. This is because a correction only needs to be made once centrally in the module and is then automatically applied in the different documents. The situation with formating is similar. "If formating has been completed once, I no longer have to worry about it," states Heidmann. "This spares me all the trouble I used to have daily when something accidentally shifted or if formating was overwritten." Moreover, the modules can be freely combined, meaning that custom-fit variants are created which are managed based on attributes. "I find everything I need for a set of operating instructions in 90 percent of cases. The basics cover almost everything." As a result, not only are all the directives and requirements adhered to, but it is also possible to ensure that users receive exactly the information they require for their specific situation.

Quick productive start

Given that XR is designed specifically for generating technical documentation in the field of machinery and plant engineering, the software suited the requirements right from the start and there was no need to make any individual adjustment. The predefined workflows and a concept of authorizations and roles enabled a quick productive start.

And, no less important, gds itself proved to be a very convincing partner. From the very start, cooperation was smooth and teamtechnik felt understood. After the introduction too, the company benefited from impeccable support. "If I have a problem, I always receive a speedy reaction and a solution, quickly and non-bureaucratically. I'm very satisfied in that regard," Heidmann reports.

Introduced step-by-step

Freia Heidmann was also the one to use XR first. Given that she had previously dealt with XML-based systems and gained her own experience, she first worked alone with the system, building up the database of modules in the process. "We can now supply our operating instructions in much better quality," says Heidmann. Specific texts can also be achieved. "We recently created a master document with 1,000 pages for our stringer range. I can now use it to derive variants for ten different types of machine unproblematically and quickly. With the old system, I had to generate each variant individually."

The other employees of the technical documentation department now also work with the content management system. After the basic training course provided by gds, Freia Heidmann provided internal training modules. "XR is very intuitive and clearly organized," says Reitz. "Our employees also showed enormous dedication and were happy that things were finally starting. That's why everything worked so well."

And conclusions on the part of teamtechnik were accordingly positive. "The introduction went very smoothly," says Reitz. "Beforehand, I was sick with worry, thinking that the introduction would be much more complicated than it ultimately was. Furthermore, there was an immediate positive effect."

Sustainability through the "Digital Only Concept": technotrans introduces easybrowse from gds

Simplified access, increased flexibility, savings in raw materials: technotrans SE places its trust in the easybrowse content delivery portal from the group subsidiary gds GmbH in order to prepare its technical documentation. As a result, the thermal management specialist has almost completely dispensed with printed documentation. Within the scope of the Future Ready 2025 strategy, the company is resolutely implementing its "Digital Only Concept". Over the next few months, easybrowse will gradually be introduced at all further companies of the technotrans Group.

After successfully launching the project at the beginning of 2021, technotrans completed the rollout of easybrowse at the technotrans head-quarters a short time ago. The company is now gradually reorganizing technical documentation departments at its subsidiaries, starting with the location in Bad Doberan which has supported the project from the outset.

Information provision using QR codes on devices

Device-specific information is provided using standardized QR codes. These are secured to the devices before dispatch. when the codes are scanned, the user accesses a subpage of the technotrans website. This is where the serial and material numbers of the device which can be found on the type plate are entered. All the information on the specific device is then sup-plied. Customers who use multiple technotrans devices can use personal authorization to gain access to all the technical documentation they require. Data is transferred from the SAP system at technotrans to easybrowse automatically in the background.

"The introduction of the easybrowse content delivery portal is an important step in the imple-mentation of our Future Ready 2025 strategy," says Michael Finger, spokesperson for the board at technotrans SE. The goal of the transforma-tion process is to digitize and streamline business procedures, making them more sustainable. "easybrowse enables us to reduce the consump-tion of resources considerably and, simultane-ously, create more flexible processes." This also enables technotrans to reduce its CO_2 footprint in the area of technical documentation and take steps towards digitization.

For technotrans, the gds solution and implemen-tation of the "Digital Only Concept" provides nu-merous benefits. The company reduces its future requirement for valuable resources and printing costs. It enables the saving of 25,000 folders and 1.3 million sheets of printed paper over just a single year. There is also an additional benefit. Bottlenecks in dispatch are reduced significantly as the devices can be packaged immediately. Nowadays, technotrans is already producing increasingly modular devices. Depending on the resources situation, this can even happen way before the delivery deadline. technotrans used to factor in a waiting period for the prepara-tion of the technical documentation and all the necessary translations before the device could be packaged and stored.

This is no longer necessary today. Each delivery is accompanied by an excerpt from the oper-ating instructions, the safety instructions and instructions on how to access the content de-livery portal. This excerpt is standardized for all devices and also complies with legal framework conditions. Uniformly generated transportation documents are also included.

easybrowse

| Central provision of information | Users access information via a browser or app |
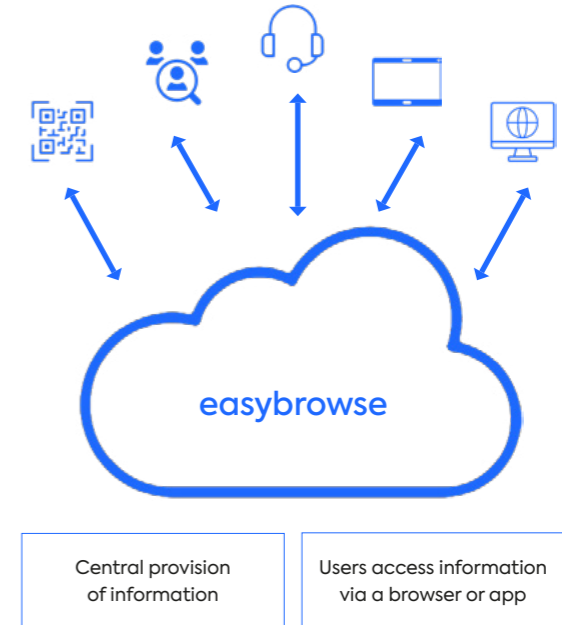
technotrans has almost completely dis-pensed with paper.

Jan Grüter, Content Delivery Product Manager at gds GmbH, emphasizes the benefits in prac-tice. "The quick and straightforward provision of all the information required for commission-ing, maintenance and operation of a device is extremely important for the user." In future, all operating instructions from technotrans will be available in full and over the entire service life of a device through the easybrowse content delivery portal.
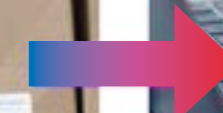
We are always there for you

Let's talk about it!

In a personal conversation, we will discuss all of the options available for optimizing and increasing the efficiency of your technical documentation, and we'll be happy to visit you.

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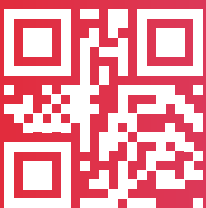10997 Berlin, Germany
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