

Semcon Saves up to 50% of the Time Required to Validate Revised Documents with DeltaXML

With 3,000 employees, Semcon is a leader in technical support throughout the entire product development process.

Challenge

Working closely with clients' Research and Development Departments, technical authors from Semcon are responsible for the preparation and delivery of service instructions, installation manuals, and owners' manuals.

Tight deadlines for new product introductions create a constant flow of review sessions with global customers in the company's offices every day of the year. With no latitude for error, transformation of original technical specifications into comprehensive, accurate manuals is critical. The ability to consistently identify updates and mirror changes in existing information carries added significance.

As technical documentation becomes more complex, using DITA or similar XML structured documents becomes essential.

The problem of transforming this technical information into user-friendly manuals also becomes much harder. Multiple updates and iterations are needed and these must be carefully controlled and reviewed.

Solution

Here, DeltaXML's unique ability to compare structured documents with accuracy becomes the cornerstone for handling this complexity. Its ability to produce results that are easy to

understand, especially where changes are made to tabular data, means that best use is made of the experts' time as they review changes.

The implementation of DeltaXML's software into Semcon's existing applications of customers' systems, and its own XML-based Kentucky content management system, CMS, enabled a quantum leap forward in terms of efficiencies and effectiveness.

Results

- XML Compare integrated with the Semcon's existing CMS, removing complexity and providing faster implementation.
- A commercially-attractive short-cut for Semcon, saving time, money and resources; with a 30% reduction in time during the review phase.
- Improved turnaround times for projects with short-lead times.
- Saving of up to 50% in the time required by client SMEs, working on and offline, with the technical authors for their validation of the revised documentation.
- A well-tested component for commercial environments, where standardisation vitally builds confidence amongst all users.

Want to see how DeltaXML can help you?
Get in touch or visit our website

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SEMCON - RESULTS



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