

The #1 intelligent content platform for technical knowledge













Tridion Docs makes mission-critical information easy to create, find, manage, translate and deliver through an end-to-end structured content solution. It provides a secure single source of truth to help people create better content faster, while reducing risk and offering complete control.

Companies dealing with in-depth technical knowledge struggle with growing complexity from the high number of product and service variations, regional differences, the need to personalize technical information and deliver it across multiple touchpoints from a single, reliable source.

Challenges



Tridion Docs Capabilities

1 More offerings		 Single sourcing and reuse mechanism
2 Customized communications		 Advanced personalization
3 Multiple parallel editions		 Baselines and versions
4 Many languages		 Powerful translation management
5 Multiple outputs		 DITA XML separates content and format
6 Complex workflows		 Central repository - Collective Spaces

The content complexity challenge and how Tridion Docs addresses this.

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Tridion Docs offers your staff and customers real-time access to up-to-date technical information by using a centralized componentized content management approach, instead of applying the old document-centric way of working. It is the go-to intelligent content platform to streamline the authoring, translation, management and delivery of technical product and support information, procedures, policies, guidelines, regulations or any other type of structured, highly controlled content.

With its granular content collaboration capabilities, Tridion Docs enhances content governance and transforms content experiences by ensuring your content is always accurate, consistent, compliant and traceable. Content is ready to be published in any format or language to any device or system and is easy to find and navigate. With our Component Content Management System (CCMS) you can reduce content development and localization costs and swap document chaos for content confidence.

Key benefits

Tridion Docs offers a complete content lifecycle solution based on structured content. From creation to delivery, our enterprise DITA-based CCMS helps you:

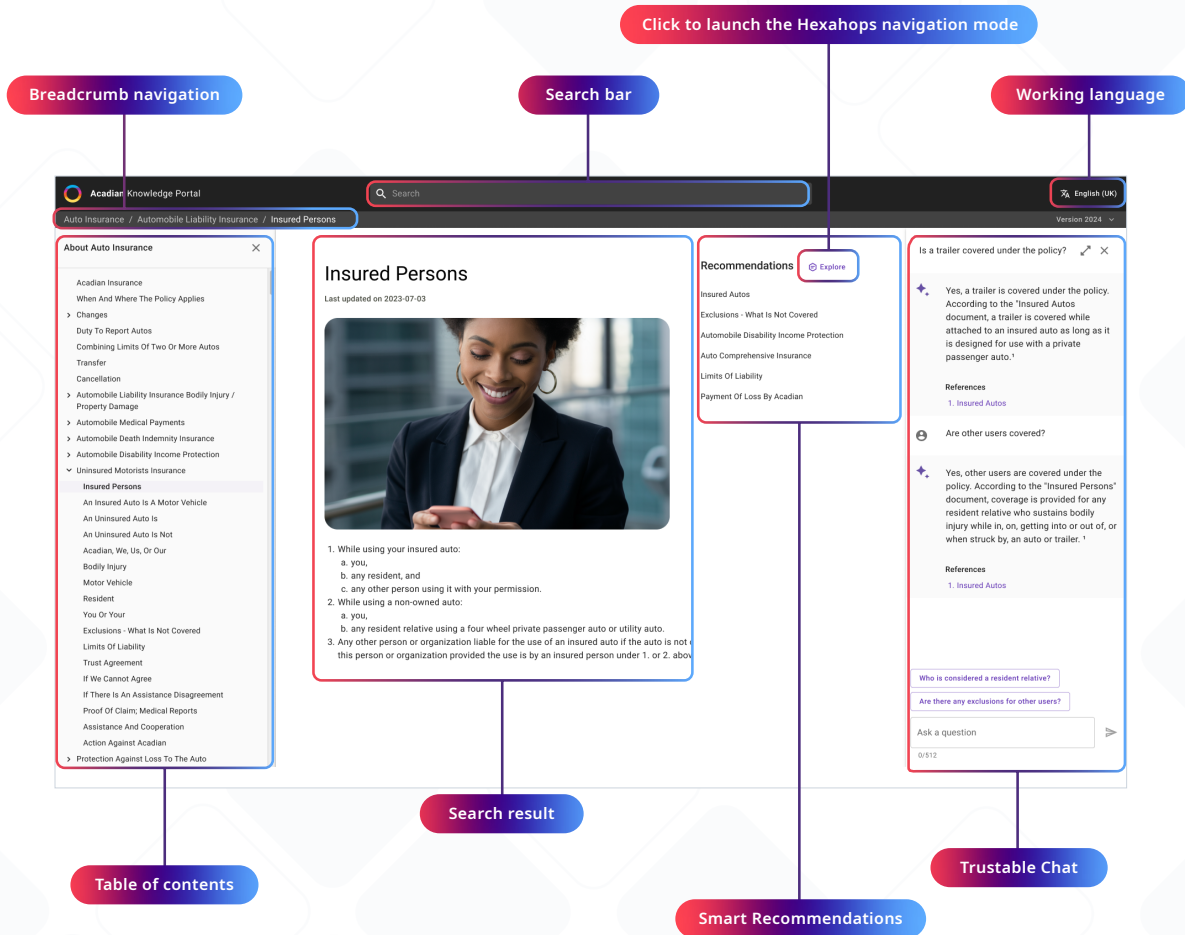
- **Author** and **review** content in an intuitive and collaborative manner
- **Increase** productivity by applying Generative AI and reusing existing content
- **Gain** powerful granular control and content variation support
- **Reduce** translation time and optimize management of multilingual content
- **Deploy** an omnichannel content delivery strategy
- **Reach** goals faster with intent-based search, guided experiences and intelligent content discovery

Key features

Content experiences

Tridion Docs Genius

Tridion Docs Genius is our AI-driven knowledge portal that helps staff and customers get their answers quickly. It is an out-of-the-box cloud-based solution that intuitively guides you to the information you are looking for, helping you reach your goals faster. You can configure the branding and extend the portal through extra buttons and additional services.



The Tridion Docs Genius UI

In addition to the traditional way of browsing content, Tridion Docs Genius uniquely allows you to search and interact with the content by using:

- **Trustable Chat:** a chat UI that you can talk to just as you would with an expert. The answers it provides are clear and are always linked to the source materials.
- **Hexahops™:** a brand-new navigation paradigm that helps you navigate complex information trails in an intuitive way. Instead of providing a scrolling manual on the web, the Hexahops experience uses AI to guide you to your goals without requiring authors to predict in advance what specific question a user might have.

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Hexahops

Automated publishing

Tridion Docs allows you to apply the Create Once, Publish Everywhere (COPE) principle through a powerful and fully customizable publishing chain.

Tridion Docs lets you publish content across channels simultaneously. Lead information developers can oversee the relationships between all the components that go into any final deliverable using an advanced dashboard and create output publications as needed.

With Tridion Docs single-source publishing, you can deliver your content to any output format in any language. It supports XML and JSON output, RSS streams, static HTML, Help files and eLearning – all the way through to automatically formatted and designed accessible PDF or print output.

Headless content with Dynamic Experience Delivery (DXD)

In addition to traditional file-based publishing, you can activate any digital touchpoint with content from Tridion Docs through Tridion DXD. Tridion DXD supports headless delivery using state-of-the-art GraphQL-based content access, so you can syndicate and deliver information to any digital channel. It also allows you to use modern front-end delivery techniques such as React, Angular and Vue.js.

Delivery happens as intelligent content – content that is componentized, structured, tagged and format-agnostic – which allows you to activate IoT devices, apps, conversational user interfaces and other AI services.

Content collaboration

Collective Spaces – author and review your content with ease

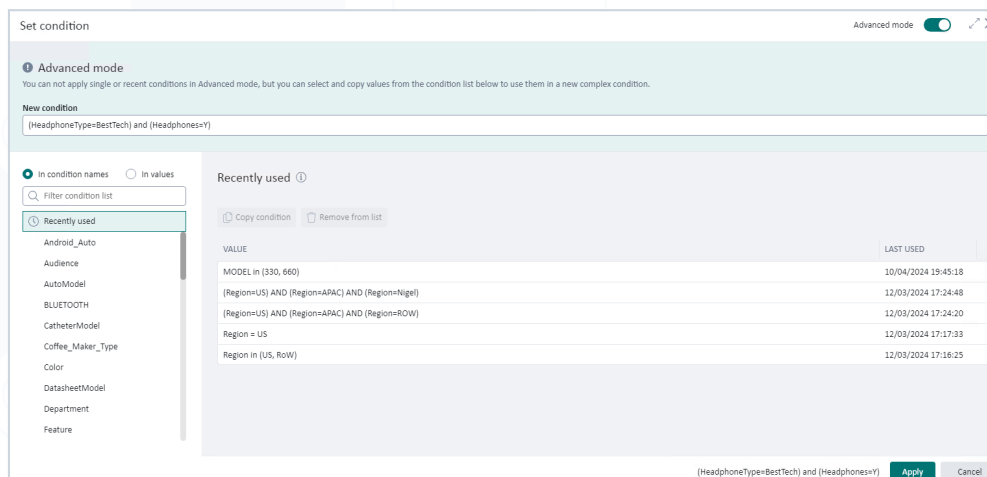
With Collective Spaces, Tridion Docs gives you the power and flexibility of intelligent content authoring through simple, well-orchestrated collaboration. Comprised of Draft Space and Review Space, Collective Spaces allows you to carry out all content authoring and reviewing tasks from a standard web browser. The clean, intuitive interface helps you focus on your work and collaborate easily across distributed teams.

Draft Companion – the Gen AI second pair of eyes

- Content authoring is enhanced with the help of a feature in Draft Space called Draft Companion. While using it, you – as an author – can create clearer and more concise content faster by employing the power of Generative AI. The tool acts like a second pair of eyes and hands, offering you linguistic options and improvements while you remain in complete control to decide how you want to integrate the AI-generated content in the original context.
- Draft Companion can help with a wide variety of tasks, such as simplifying a complex passage to an accessible reading level by quickly spotting and fixing grammar and spelling issues, rephrasing or summarizing the content you selected.

Content variations with Condition Manager

- Content variations enable you to create a single piece of information and dynamically render different variations of that information based on variables. This drastically reduces the number of content components you have to create when only small variations in the text are needed.
- In addition to the standard conditions set out in the DITA standard, Condition Manager allows information developers to create more powerful combinations to publish precise content for the intended user or context in a user-friendly visual environment. Writers can apply and build both simple and complex conditions in a controlled and usable way with the help of syntax validations.



Translation integration

Providing content in your reader's preferred language is the most important step in personalizing their experience – in fact, it is fundamental to it.

Tridion Docs is designed to deal well with language variations and has integrated translation management and multilingual content management capabilities. You can assemble translation jobs within the system, specify your desired target languages and send the job off for translation.

Tracking progress, reviewing translations and approving the end results all happen in Tridion Docs. And ultimately, the translated content flows back into the system, exactly in the right locations.

With Tridion Docs, you can say goodbye to cumbersome copy and paste actions and endless email exchanges when getting your content translated.

Content governance

Enhanced governance with Organize Space

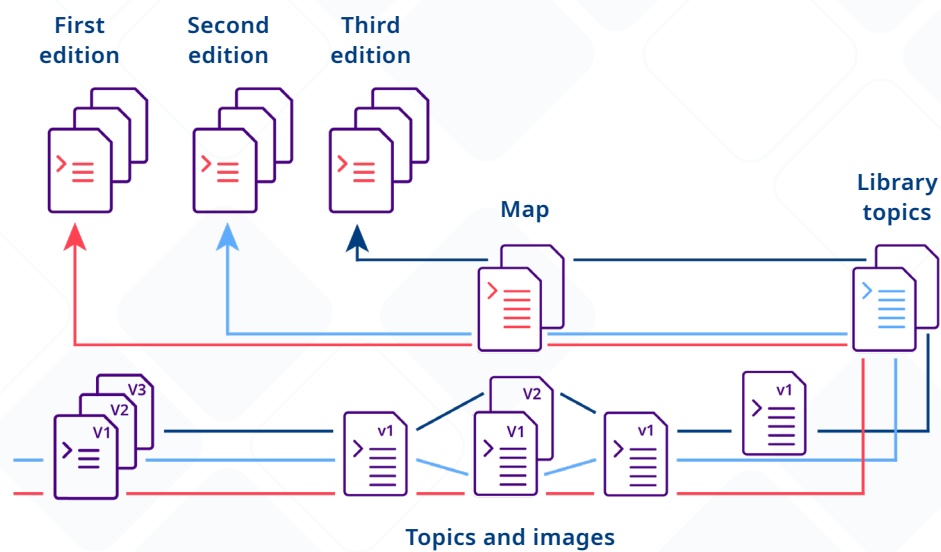
From the Organize Space environment, the complete lifecycle of a publication can be managed in an easy-to-use and functionally rich UI. Publication managers and their teams can:

- Get an overview of all ongoing projects, their status and people assigned to them from the Publication Hub view.
- Filter and sort their search based on various options, including customized metadata fields.
- Integrate with work management tools like Workfront or Jira.
- Set granular user permissions to ensure content is appropriately governed, allowing for precise control over who has access to specific pieces of content and what actions they can take with that content.

Advanced versioning through Baselineing

Tridion Docs foundational technology, Baselineing, provides a way to easily compose publications of any size out of a large set of content components.

The sophistication comes through the fine-grained level at which individual component versions are reused and combined to create new Baselines. This allows the management of multiple Baselines, essential in supporting agile development and product variations in multiple languages. It means you can see a full version history of published information, make updates to it and republish without affecting other publication versions.



Tridion Docs Baselines

Baselineing provides maximum content reuse, quality and consistency across publications. This prevents content from becoming stale or out-of-sync across your printed or digital deliverables.

With Tridion Docs, you can design the structure of your Baseline to match your organization's specific objectives, governance and business model. You can:

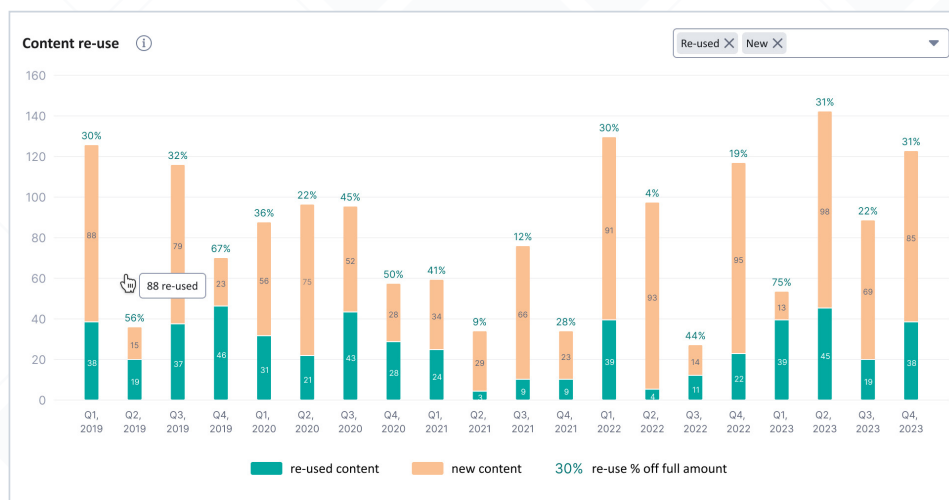
- Centralize control and workflows to maximize content reuse
- Apply the COPE principle – Create Once, Publish Everywhere
- Publish new information rapidly in any language and on any channel
- Manage localized and translated content
- Compare versions to view changes

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Metrics and ROI

The main advantage of a CCMS is the ability to reuse content, which leads to improved accuracy and efficiency, resulting in better quality documentation and reduced creation time.

Tridion Docs has reporting features that enable teams to quantify these benefits through a variety of out-of-the-box reports. With this feature, you can measure content reuse and provide ROI metrics, identify cost savings generated by the use of componentized content, validate team efficiency and productivity by business unit or create custom reports according to your specific needs.



Technology

Enterprise stack interoperability

It is often challenging to create custom integrations between your content management system and other enterprise applications, such as taxonomy management. The Tridion Integration Framework simplifies this by enabling you to quickly connect with any system in your digital ecosystem in a standardized, secure way.

In addition, Tridion Docs includes an Authoring Bridge component that delivers tight integrations with JustSystems XMetaL and Syncro Soft oXygen for XML content editing. The optional connectors with Acrolinx or Congree provide content quality assistance within these editing applications.

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Modular architecture

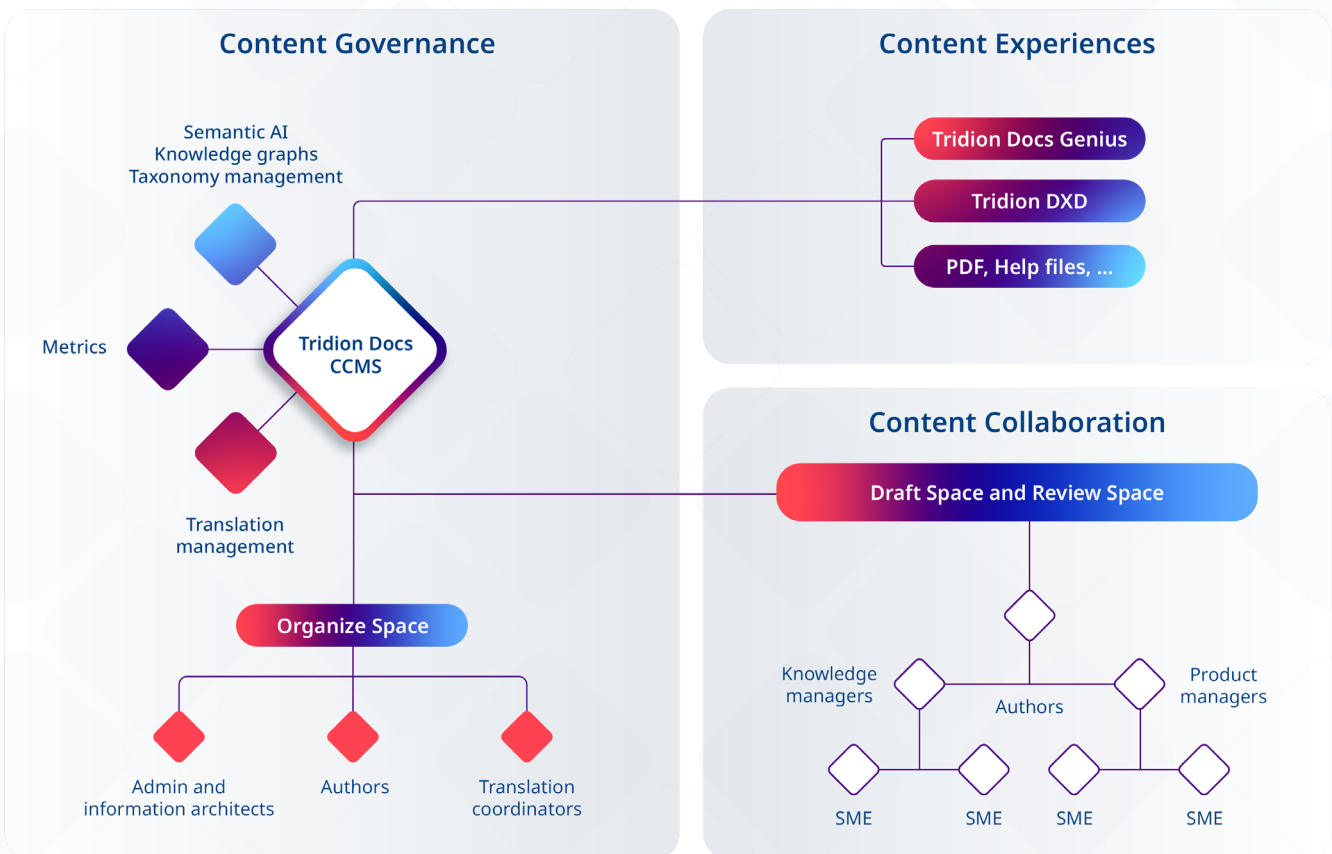
The modular architecture in Tridion Docs separates collaborative authoring and reviewing from content management and delivery. This allows a highly secure and modular setup so you can scale the environment for your business needs. This brings true scalability and efficiency to your business and IT operations.

Flexible deployment

You can deploy Tridion Docs on-premises, in a hybrid setup or in the RWS cloud as a managed service to support your existing infrastructure, security and compliance requirements and to align with your cloud strategy. The Tridion Docs online delivery architecture fully supports Docker containerization for easy deployment, elastic scaling and simple upgrades.

Enhanced security

- Tridion Docs is secured with modern authentication via OpenID Connect. OpenID Connect allows you to connect via your chosen ID providers for added security.
- An added layer of security comes from AppCheck NG (Next Generation) to protect web and mobile apps with enhanced security and flexible integration to other apps.
- Source code is protected by Veracode for automated security testing and analysis of code, to help identify security vulnerabilities and weaknesses.



Tridion Docs system overview

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For more information visit:
rws.com/tridion-docs

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

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