



Contenta Expert Services

Contenta Publishing Suite



Agenda

▶ **Contenta Expert Services**

- Overview
- Implementation management
- Data conversion and optimization
- Training and eLearning creation and delivery
- Product extensions and customizations
- Technical account management
- Upgrade analysis

▶ **Summary**



Contenta Expert Services

Subject-matter experts provide guidance on integrating, extending and optimizing the Contenta Publishing Suite

1

Extend capabilities
with print styles,
workflows, data access
control and custom
productivity
enhancement tools or
applications

2

**Integrate with
other systems,**
such as logistics
databases or
maintenance
management systems

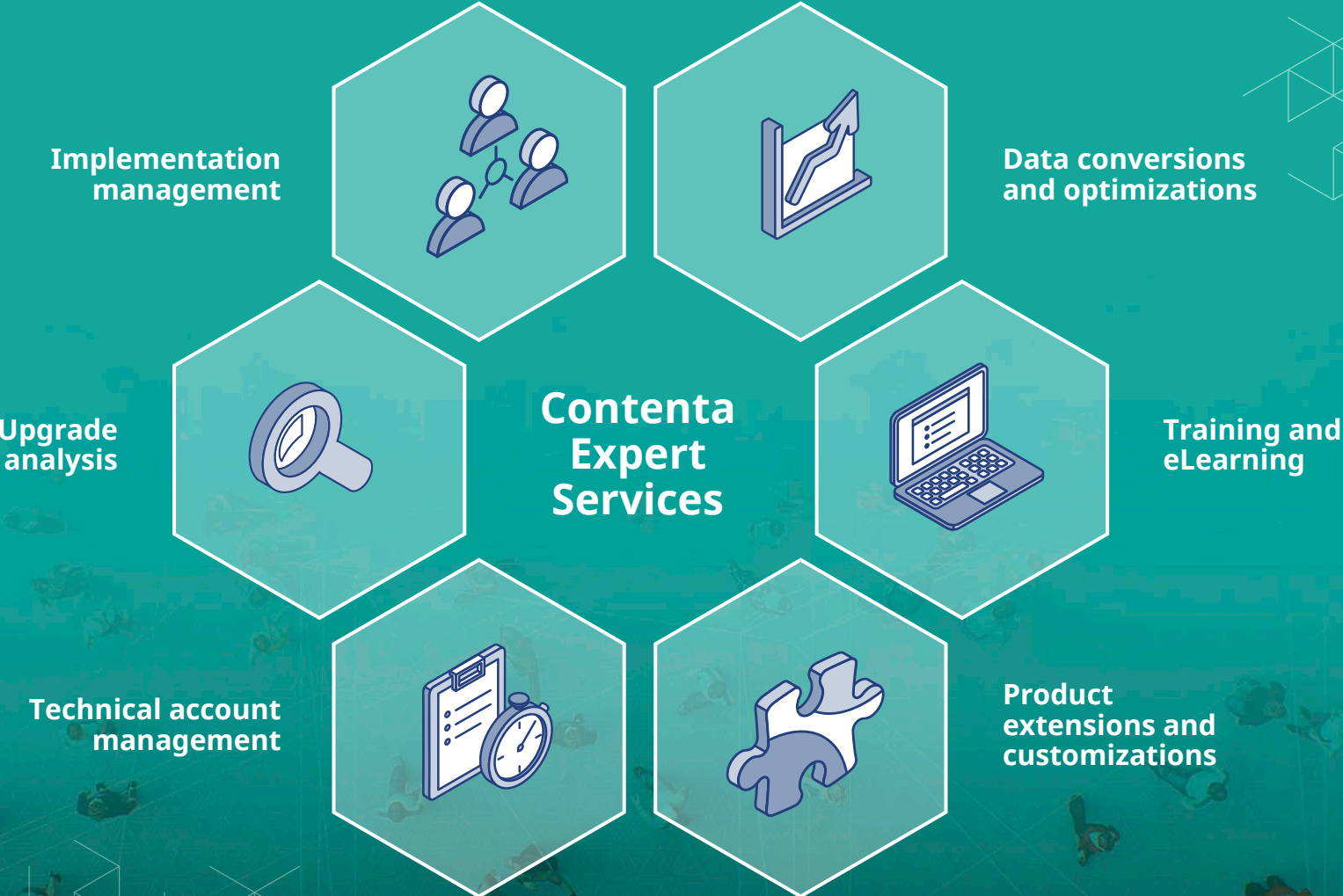
3

**Easily migrate from
your legacy**
environments with data
conversion and
transformation services

4

Extend capabilities
with print styles,
workflows, data access
control and custom
productivity
enhancement tools or
applications

Contenta Expert Services portfolio





Implementation management



Contenta, LiveContent and XPP implementations



Set your organization up for success with expert advice on:



Initial configuration



Platform sizing



Project planning



Scoping and estimating

Use our Foundation Suite tool to accelerate building project components:

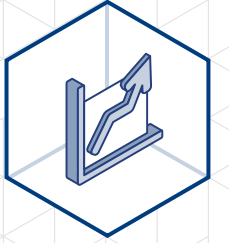
- Standard numbering system (SNS) selection and refinement
- Load initial data modules into the CSDB
- Create and manage applicability data modules and a CAGE code list
- Manage information sets and information code variants
- Define publications
- Integrate with business rules management systems



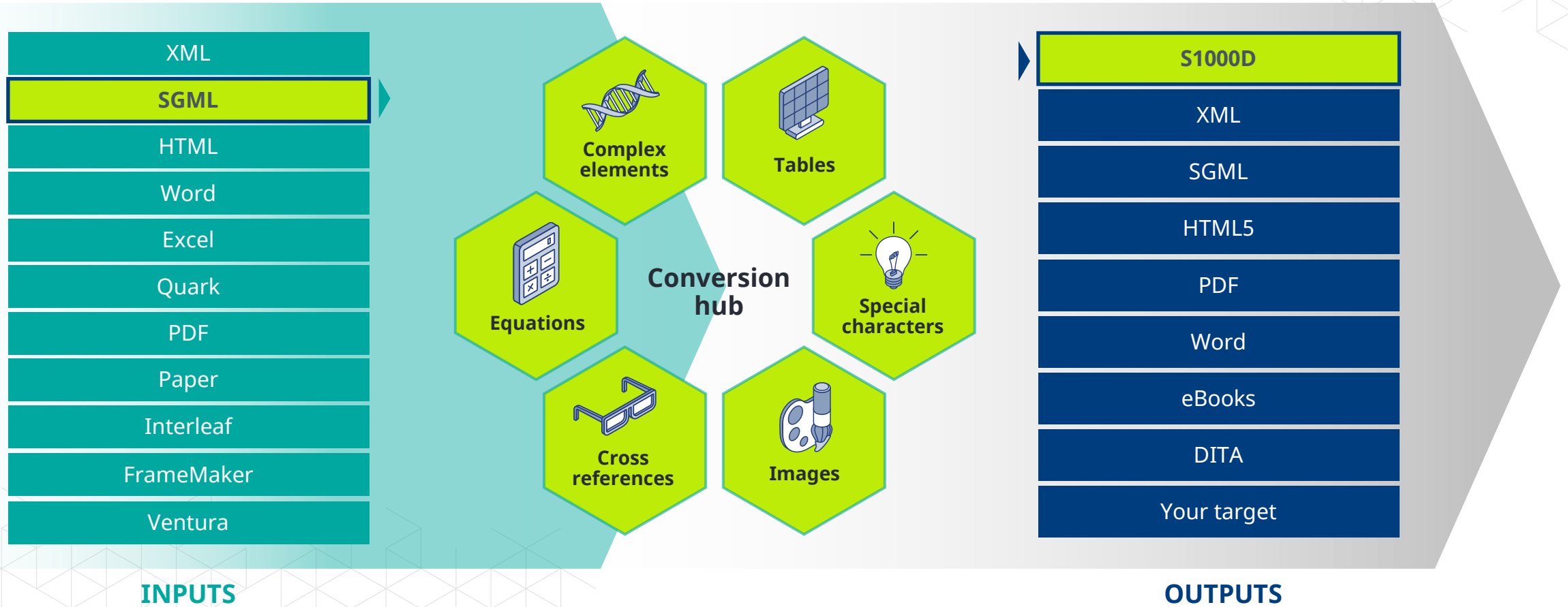
Data conversion and optimization



Input and output formats



Whatever the input, there is a route to a rich new format



Data conversion capabilities



Our most common business case: migrate legacy data to ASD S1000D

The source
(legacy) data
is typically:



- Structured data (XML, SGML)
- Unstructured data (Microsoft Word, PDF)
- Paper

Our conversion
processes can enrich
the data as part of
conversion:

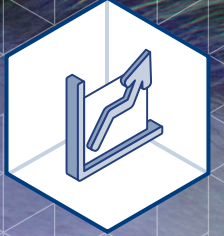


- Add S1000D applicability
- Automatically hyperlink text
- Apply re-use techniques to streamline the data

A structured approach to conversion

A detailed analysis of legacy data with multiple checks:

- Review for anomalies and determine how to handle them during migration
- Categorize manuals and create conversion rules for different manual types
- Develop rules for handling images
- Determine rules for cross references, applicability, preliminary requirements, tables, and more



A structured approach to conversion



Document the conversion approach with:

1

A **conversion specification** that governs the tagging rules by mapping the legacy data at the paragraph, table, image, heading and inline levels.

2

A **conversion process** that consists of data extraction, styling and preparing the extracted data, validating and QA-ing the converted data

3

A **QA plan** that integrates both automated tools and visual QA.

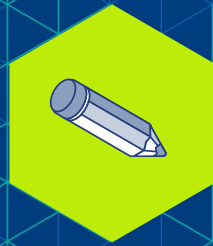
Project phasing



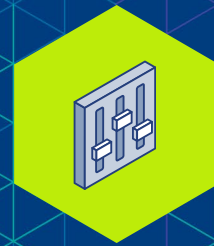
Requirements for a conversion project vary, but a typical flow is phased



Phase 1:
Analysis of requirements



Phase 2:
Create a conversion specification and a small hand-made sample for approval



Phase 3:
Conversion software customization



Phase 4:
Production process design and ramp-up



Phase 5:
Volume production

Data optimization services

Workflow

Use Contenta's workflow to match any business process

Custom metadata

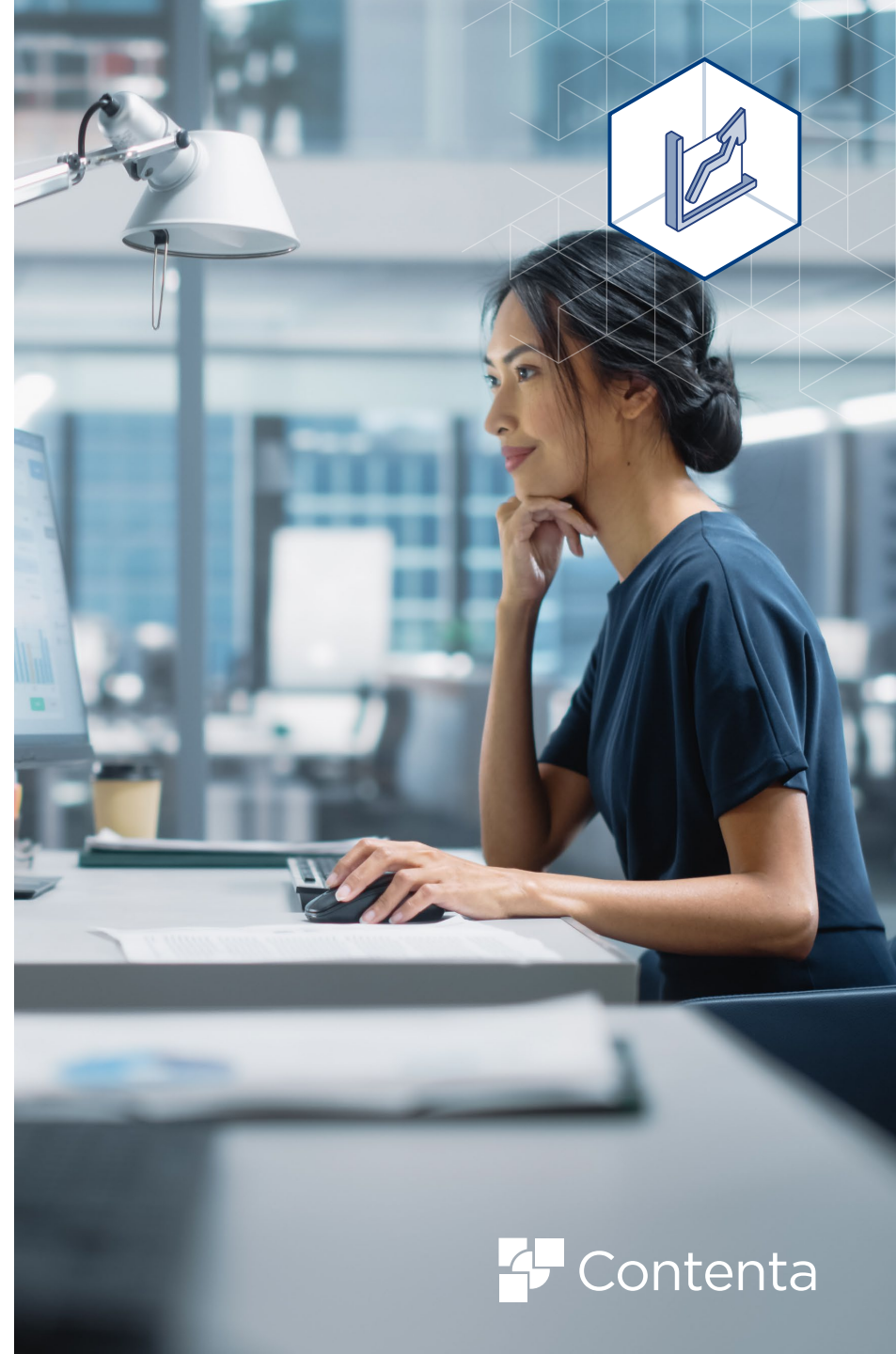
Build scripted triggers to augment workflow steps by setting custom metadata at any revision step, depending on direction of data flow

Reporting

Use Workflow data to provide rich reporting data

Implement

Non-S1000D schemas, DTD, Word and Frame databases and workflows





Training and eLearning

Contenta Training and eLearning



Remote learning

Contenta eLearning modules available for purchase on our website or by clicking [here](#)



Instructor-led training

Learn from an expert services professional with hands-on labs



Custom eLearning

Custom course development for everyone in your global enterprise

Collaboration to develop a comprehensive eLearning strategy

Content, language, design – all in one place

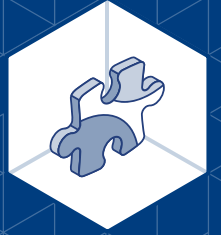
Meet the needs of your international audiences



Product extensions and customizations

Product extensions and customizations

Leverage our decades of experience to rapidly address your customization needs.



RWS and Contenta
Professional Services: Work
with experts who can
develop solutions in your
specific timeframe and to
your exacting specifications

Product extensions:

Develop functionality beyond the current product features. Our team will help define the requirements, build the application to your requirements, test it fully and assist you with deployment into production.

Product customizations:

Need a custom “style” for your publishing output? How about adding custom fields, workflows or other changes that might be unique to your business?



Technical account management



Technical account management



1

Flexible technical account management (TAM)

Achieve your return on technology investment and support your initial and ongoing success.

2

Allocated TAM

An allocation of hours used in support of your account. Service reviews, upgrade analysis, assistance with escalated support issues.

3

Dedicated TAM

A dedicated resource to ensure your account is fully optimized in its use of Contenta products.



Upgrade analysis

Upgrade analysis

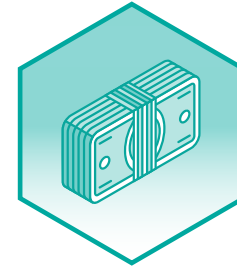
Our experts assist you through a structured upgrade analysis



Assess your current
Contenta software
deployment



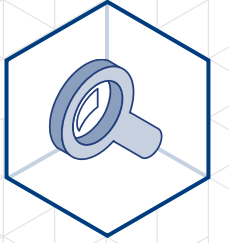
Evaluate the level of
effort to migrate
(migration of custom
code, integrations, IT
infrastructure, etc.)



Estimate the
potential business
value from the
upgrade



Document the
assessment in a business
value approach outlining
the costs, benefits, level
of effort, potential task
and timeline



Summary

Contenta Expert Services

Take the risk out of deploying or extending new capabilities across your content value chain

- Extensive experience across customers
- Receive optimal value from your technology investment

Explore how one of our experts can help you today

Interested in learning more?

Contact us

▶ askans1000dexpert@rws.com

Explore our website

▶ www.rws.com/s1000d





Thank you

For considering this opportunity and taking action
to transform your organization

