

User Report: From fragmented information to efficient self-service – how Diamant Software is redefining technical documentation

Diamant Software GmbH, headquartered in Bielefeld, is an established provider of accounting and controlling software. For over four decades, the company has helped the upper middle class, non-profit organizations, and subsidiaries in particular to make their finance processes efficient, transparent, and digital.

The modular software solutions comprise administrative and assets accounting, costing, and controlling tools, among others. Diamant Software especially prioritizes user friendliness, deep integration, and the ability to automate recurring tasks – for greater efficiency and transparency in financial systems.

Initial Situation: Seeing potential in information management



Diamant Software's customers were using an existing documentation infrastructure that had grown over the years, but was nearing its limits: the technical documentation was hard to access, lacked transparency, and was not always up to date from the customer's perspective. Key information had to be laboriously searched for in multiple sources, which in some cases led to users contacting support instead, even though they were technically capable of doing it themselves.

Another obstacle was the lack of integration of documentation into the software itself. Instead of an intuitive aid directly in the system, users had to search through external documents. The objective was clear: to create a central, digital platform that allows users to quickly get exactly the information they need – any time and from anywhere. With this in mind, Diamant Software GmbH turned to gds.

The path to the solution: a crucial moment at gds live 2023

The crucial idea to reshape technical documentation came in 2023 at the "gds live" event. Martin Bock, department head of Support & Learning Products at Diamant Software, was at the gds GmbH trade conference and saw a presentation given by AVM GmbH, which had been facing a similar problem and was already able to present some exciting solutions that had been worked out in close cooperation with gds. The possibilities that presented themselves in an intelligent combination of content management system and content delivery platform convinced him that converting to a future-proof infrastructure was the right step for Diamant Software.

Jan Grüter, Product Manager at easybrowse, recalls, “The ability to retrieve documentation from the software with sensitivity to context was the core issue that was especially compelling for Diamant Software.”

After the event, the company communicated heavily with gds to devise a custom solution to not only optimize technical documentation processes, but that would, above all, improve self-service for customers on a lasting basis.

Implementation was able to start shortly after the contracts and technical details for the project had been clarified.

The solution: Introducing XR and easybrowse for optimized documentation infrastructure

To overcome the challenges, Diamant Software decided to make a few very essential changes in the tool landscape of technical documentation. XR was introduced as a content management system for efficiently creating and managing documentation, and easybrowse as a central content delivery platform to provide information seamlessly.

Martin Bock explains, “Our goal was to establish a true self-service system – a documentation solution that provides users with relevant information exactly when they need it, without circuitous routes or unnecessary waiting times.”

Technical implementation: migration and integration

The gds team, consisting of Kathleen Pohlmann (Project Consultant) and Jan Grüter, worked closely with our migration partner c-rx.net and Diamant Software’s contact partners to optimize migration in several iterations.

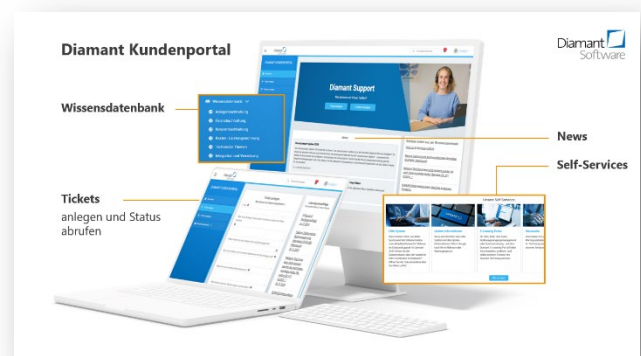
The original plan was to create iiRDS packages and import them directly into the content delivery portal easybrowse. However, once Diamant decided on XR,

data migration was adapted: the contents from an XML export of the existing content management system were transformed into the ImportRepository structure necessary for XR. This allowed the XML data for the documents to be imported into XR as an ImportRepository – including English translations along with the ability to reuse modules, graphics, and text modules (called fragments in XR) that crop up in multiple documents. The finished publications were transferred from XR to easybrowse via iiRDS, making them open and flexible to use.



Kathleen Pohlmann reports, “An essential part of this project was carrying over the data from the old content management system to the new XR content management system. It was an iterative process – the quality of the data continued to improve with each round until it was optimized and ready for XR and easybrowse.”

Benefit to customers: an improved service experience



Thanks to the new documentation solution, Diamant Software customers now profit from the following features:

- **Directly integrated information:** Documentation is seamlessly integrated into the software so that users can find relevant information exactly where they need it.
- **Documents always precise and up to date:** Changes to technical documents are managed centrally in XR and automatically delivered to easybrowse.
- **Faster problem-solving:** Context-sensitive retrieval gets customers the specific instructions or fixes they need in any given application situation.
- **Reduced support queries:** Because users can now find the information they need on their own, unnecessary support cases are avoided.
- **Better user experience:** The intuitive search function in easybrowse helps customers find specific information faster, which increases the efficiency of using the software.
- **Future-proof infrastructure:** Using iiRDS as a standardized exchange format keeps documentation open to future adaptations and expansions.

- **Personalized information management:** Defined user groups receive targeted information relevant to their specific role within the software.

Martin Bock summarizes, “Introducing easybrowse and XR to our company shows how important careful planning and integration are when it comes to migration and integrating new systems. Thanks to our close work with gds and support from c-rex.net, we at Diamant Software were able to optimize our content delivery and management processes and make them fit for the future.”

Expanded functionality: How Diamant Software continues to develop self-service

In addition to simply providing documentation, Diamant Software has also integrated additional improvements to keep optimizing self-service:

- **Interactive help features:** In-app assistants provide targeted help to users directly in the work process.
- **Feedback mechanism:** Giving users the ability to evaluate documentation content directly or suggest improvements continually improves the quality of the content.