

The Airbus under the technical content management systems: SWISS optimizes documentation processes with XR/aviation from Ovidius

Airline uses the gds group's XML-based content management system | Solution specially geared to the aviation industry | Writers and users profit from improved revision handling.

Prevent redundancies, update information at the press of a button, and assign user roles: Swiss airline Swiss International Air Lines has relied on XR/aviation to create technical documentation since the beginning of the year. The new, XML-based documentation and publication solution was designed by gds subsidiary Ovidius together with Swiss company ti&m AG. The solution noticeably reduces workloads, especially when it comes to changing and updating documents.

"Precise, consistently up-to-date content delivery is essential for dealing with so much safety-relevant information on a daily basis," explains Alexander Skrabal, Project Manager at SWISS. With XR/aviation, the airline is now the first user to rely on the new, efficient, and flexible content management system that Ovidius, as an experienced solutions provider, tailored precisely to the needs of the aviation industry.

Documentation can be published in a variety of storage formats like PDF and HTML, and can be accessed via mobile devices such as tablets and even web browsers. This is particularly beneficial to pilots and cabin staff, as they used to have to carry enormous – and heavy – user manuals in printed form on their flights.



The project team at a meeting in Switzerland

Using XML features without any hassle

The documents are also always up to date. “The latest, up-to-date and valid in the near future and released information is always available,” says Sascha Wiswedel, Senior Consultant at Ovidius. The modular setup makes this possible, because the contents of an XR/aviation document always reference at least one source of information. If the source changes, all modules that refer to it will change too to reflect that. The integrated editor also reduces the workload for writers. The tool offers both a full range of XML functions as well as high usability in “what you see is what you get” mode (WYSIWYG), which is similar to other editors like Word. So technical writers do not need to have any knowledge of XML.

XR/aviation also offers advantages in terms of document structuring. The assignment of meta data allows, for example, sections of a document to be geared towards different user roles such as pilot or crew, and thus establish authorizations associated with those roles as well. The system consequently only issues specific sections of a document to the respective user, which saves users time on reading and allows for a better overview. Information can also be issued by specific flight, so that the crew always only finds exactly the information they need right then. The sections of a document can be prioritized by relevance to offer users an additional service.

Ovidius has already demonstrated its expertise specific to the aviation industry in the past with XR/aviation's predecessor system, TCToolbox Airline Edition. Its long-time customers include Nats, Airbus Helicopters, the TUI Group, and Germania.