

Catering for demands and target groups – teamtechnik places its trust in XR/engineering from gds

Customized, high-quality and compliant with the regulations: This is how the operating instructions which are supplied with machines and systems should be to ensure that products can be handled properly and with as little risk as possible. However, without a digital solution, this is hard to achieve. That's why teamtechnik Maschinen und Anlagen GmbH has opted for the XR/engineering content management system from gds GmbH.

Experience automation: That is what teamtechnik Maschinen und Anlagen GmbH aspires to. The company is one of the leaders on the international market for production technology, assembly systems and functional testing systems, and specializes in customized automation solutions in the fields of e-mobility, new energy, and medical technology. The range is highly diversified, predominantly comprising special machines and testing facilities. And the regulatory requirements for the corresponding technical documentation are just as complex as the machines. The company decided to introduce an XML-based content management system in order to meet these needs. The choice fell on XR /engineering from gds.

The operating instructions which the technical documentation department at teamtechnik produce need to meet particularly high demands. Compliance with the Machinery Directive is imperative, and the texts are customized and tailored to specific target groups. There are also further requirements specifically for medical technology systems which go much further than the general profile. This is where additional GMP directives have to be observed in order to make this particularly sensitive field safe.

Typing mistakes are a costly and time-consuming problem



"We used to use Microsoft Word exclusively for our operating instructions," says Freia Heidmann, Technical Author at teamtechnik Maschinen und Anlagen GmbH. However, the more complex the required publications became, the less the program was able to serve the purpose. Alongside huge difficulties with formatting in corporate design, typing errors were also a major problem. "We had to correct each little error in around 20 different texts, everywhere where we used standard content, meaning a reusable text module."

Reusable text modules are very significant in technical documentation. They are, for example, used to save time whenever the same component is installed on different machines. However, only a very few standard pieces of content at teamtechnik had been modularized in sufficient detail. Therefore, each set of instructions ultimately had to be written from scratch without being able to call upon existing modules. An inefficient and time-consuming process which, ultimately, meant that texts could not be machine-specific. "It's just like the handbook for a new car. It features explanations relating to air conditioning with a note indicating that they are only relevant if the car actually has air conditioning. But that wasn't what we aspired to," explains Heidmann. What is required are instructions in which the user can quickly and easily find exactly what is important for the specific machine, but without time-consuming searches.



Freia Heidmann - Technische Redakteurin bei teamtechnik

and asked them to show us their systems. The service providers all showed us their respective solutions and either recommend or advised against them. As a result, we quickly came across the docuglobe and XR/engineering systems from gds."

Alongside this dialog with partners, teamtechnik also made use of trade fair visits and attendance at the tekomp conference to gain more in-depth impressions. Comparison lists and an analysis of the requirements which the new software had to meet, were drawn up. "Various mechanical engineering companies told us about docuglobe, and the system really impressed us," says Reitz. "However, XR was a better fit for us."

XR/engineering impresses

The XR/engineering content management system works with information modules which can be

reused over and over in different sets of instructions. This is beneficial if, for example, the same assembly group is installed on several different machines. The module which describes this part is used in each set of operating instructions for one of these systems. The same advantage also applies when updating instructions. All content is available in classified form and can be found quickly.

Making the right decision

This led teamtechnik to reach a decision which involved the procurement of a digital solution to provide the technical documentation department with support and achieve higher quality operating instructions at the same time. Initially, it was all about choosing the appropriate content management system. "We thought long and hard about our decision," says Ulrike Reitz, who played a leading role in the procurement of the content management system. The company's partners were first contacted. "We simply asked what our service providers were using



Ulrike Reitz - Leiterin Technische Redaktion bei teamtechnik

Thanks to modularization, the described issue which arises with typing errors, also ceases to exist. This is because a correction only needs to be made once centrally in the module and is then automatically applied in the

different documents. The situation with forming is similar. "If forming has been completed once, I no longer have to worry about it," states Heidmann. "This spares me all the trouble I used to have daily when something accidentally shifted or if forming was overwritten." Moreover, the modules can be freely combined, meaning that custom-fit variants are created which are managed based on attributes. "In 90 percent of cases I find everything I need for a set of operating instructions. The basics cover almost everything." As a result, not only are all the directives and requirements adhered to, but it is also possible to ensure that users receive exactly the information they require for their specific situation.

Quick productive start

Given that XR/engineering is designed specifically for generating technical documentation in the field of machinery and plant engineering, the software suited the requirements right from the start and there was no need to make any individual adjustment. The predefined workflows and a concept of authorizations and roles enabled a quick productive start.

And, no less important, gds itself proved to be a very convincing partner. From the very start, cooperation was smooth and teamtechnik felt understood. After the introduction too, the company benefited from impeccable support. "If I have a problem, I always receive a speedy reaction and a solution, quickly and non-bureaucratically. I'm very satisfied in that regard," Heidmann reports.

Introduced step-by-step

Freia Heidmann was also the one to use XR/engineering first. Given that she had previously dealt with XML-based systems and thus had her own experience, the first worked alone with the system, building up the database of modules in the process. "We can now supply our operating instructions in

much better quality," says Heidmann. Specific texts can also be achieved. "We recently created a master document with 1,000 pages for our stringer range. I can now use it to derive variants for ten different types of machines unproblematically and quickly. With the old system, I had to generate each variant individually." The other employees of the technical documentation department now also work with the content management system. After the basic training course provided by gds, Freia Heidmann provided internal training modules. "XR is very intuitive and clearly organized," says Reitz. "Our employees also showed enormous dedication and were happy that things were finally starting. That's why everything worked so well."



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And conclusions on the part of teamtechnik were accordingly positive. "The introduction went very smoothly," says Reitz. "Beforehand, I was sick with worry, thinking that the introduction would be much more complicated than it ultimately was. Furthermore, there was an immediate positive effect."