

Misys, speeding documentation delivery.

Leading financial software manufacturer accelerates creating technical documentation and online help using Adobe Technical Communication Suite.



"With Adobe Technical Communication Suite, we can easily unite all of our technical documents and present them as part of a single Misys experience."

Daniel Cashman, global head of documentation, Misys

SOLUTION

Adobe Technical Communication Suite

RESULTS

99%
LESS TIME

PRODUCTIVITY GAINS

PDF and HTML output times reduced from two days to 15 minutes

150,000
AND GROWING

MASSIVE QUANTITIES

Misys easily manages rapidly growing set of Adobe RoboHelp topics



SIMPLIFIED DEPLOYMENT

Adobe licensing accelerates global software deployment to support productivity

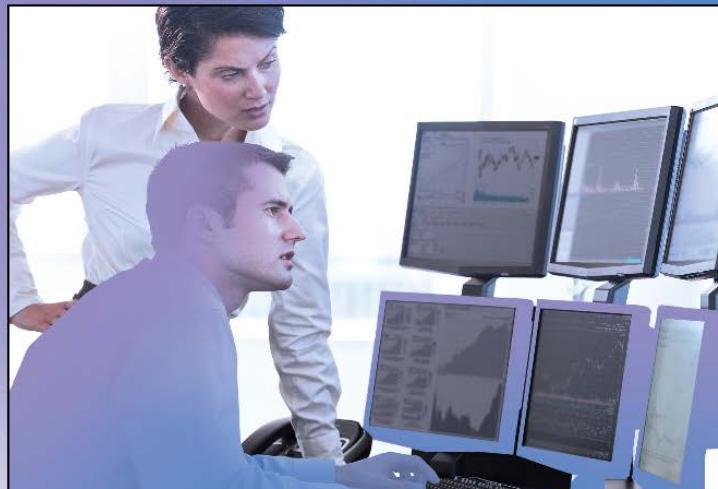


UNIFIED EXPERIENCES

Standardizing on Adobe Technical Communication Suite enables content consistency

FusionInvest Online Help

6.3.2.x, 6.3.3.x, 7.x and 7.1.3



Online Help Resources

[What's New](#)
[What's New in Servers](#)
[FusionInvest Tutorial](#)

This Online Help is based on the ribbon-style menus introduced in FusionInvest 7.x. For information on the menu system used in 6.3.3.x, 6.3.2.x, see the PDF documentation.

Misys

Established in 1979

2,000 clients in 130 countries

London, England

www.misys.com

CHALLENGES

- Creating a consistent user experience within a large volume of technical and user assistance documentation
- Enabling a large documentation team to use the same versions of technical communications tools
- Centralizing common content and enabling its use for both PDF and HTML documents

Easily supporting complex products

Financial services providers face a range of challenges today, from stricter government regulations and unpredictable global markets to increased competition and lower margins on products. To address the challenges and deliver the highest-quality customer service, banks, investment firms, and other financial services providers rely on proven software to support increasingly complex and integrated functions.

A key software company in financial services is Misys, which specializes in software for banking, capital markets, lending, enterprise risk, and investment management. Its marquee products include FusionBanking Essence, FusionRisk, FusionBanking Loan IQ, FusionInvest, and FusionCapital solutions. These complex software applications require sophisticated technical documentation to help ensure users get the most out of the solutions. "Our focus is on delivering powerful solutions that customers can easily integrate into their business," says Daniel Cashman, global head of documentation at Misys. "By standardizing on Adobe Technical Communication Suite we have a proven environment for authoring, managing, and publishing rich content."

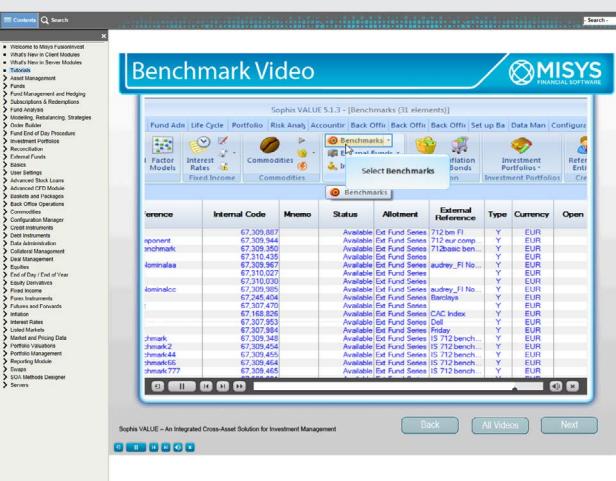
Misys and many of its acquired companies used Adobe FrameMaker, Adobe RoboHelp, and Adobe Captivate to create documentation and help content. Because these applications are included in Adobe Technical Communication Suite—along with Adobe Presenter 9 and Acrobat XI—Misys now has a fully integrated suite to address its varied communications needs.

Delivering a unified Misys experience

With Adobe Technical Communication Suite, a team of 50 Misys technical writers in offices on six continents have quick access to the same versions of software at the same time to help ensure the quality and consistency of technical documents. "With Adobe Technical Communication Suite, we can easily unite all of our technical documents and present them as part of a single Misys experience."

The integrated toolkit offered by Adobe Technical Communication Suite simplifies workflows, such as authoring XML/DITA content with Adobe FrameMaker, rapidly developing eLearning content with Adobe Captivate, and delivering content to almost any screen with Adobe RoboHelp. In addition, by adopting the Adobe software as part of an Adobe Enterprise Term Licensing Agreement, Misys can flexibly transfer software resources to where they are needed.

"The licensing model for Adobe Technical Communication Suite helps us manage our business around the resources we need to execute on our documentation strategies," Cashman says. "We can quickly deploy software anywhere it's needed to address customer demands. Standardizing on Adobe Technical Communication Suite enables our teams to collaborate and follow best practices more effectively."



"With Adobe RoboHelp, users don't have to go anywhere else because the new modular content integrates with what's already on their desktops."

Daniel Cashman, global head of documentation, Misys

Managing massive amounts of content

Misys is rapidly deploying RoboHelp within Adobe Technical Communication Suite to help manage more than 150,000 topics in RoboHelp. That number is expected to climb to more than 200,000 in the next year. With such large volumes of online help content, Misys is using RoboHelp to modularize and optimize use of existing documentation.

For example, the Misys FusionCapital family of solutions comprise a set of software components that connect previously segregated trading and business applications to deliver a consistent, business-wide view of consolidated information in real time. When a financial services provider adds a Misys FusionCapital component to its existing Misys software implementation, the company can simply take the online help delivered with the component and easily add it to its current product help system.

"Everything is accessible through a common table of contents that's searchable by the user," says Cashman, "With Adobe RoboHelp, users don't have to go anywhere else because the new modular content integrates with what's already on their desktops."

Technical writers at Misys also use snippets in RoboHelp. A snippet can be a paragraph of text, a code listing, an object such as an image, or an entire topic unto itself, which can then be single-sourced and reused in various locations. If a user changes a snippet, the change is automatically updated in every topic that shares it.

Strategically integrating content

Enhanced integration of several Adobe solutions within Adobe Technical Communication Suite is improving productivity. For example, Misys content creators can quickly access Adobe RoboHelp from within Adobe FrameMaker, which allows the team to retain RoboHelp document features such as Graphic Styles, Automap Styles, and Silent Publishing when importing content into FrameMaker.

The ability to assemble content created in FrameMaker and output it to documentation in PDF and HTML gives Misys greater flexibility to create technical content unique to each client. For instance, a customer that acquires a new Misys FusionCapital component could receive materials based on the products they use, the databases they run, and the platforms they operate, instead of more generic, less tailored materials developed for every possible scenario.

Using the batch build function in Adobe RoboHelp, Misys has been able to dramatically reduce the time it takes to release updates. It used to take at least two days to produce web help and PDF output for all the modules of its FusionCapital family of software. Now, it takes just 15 minutes.

"My experience with Adobe has been one of partnership, where I feel there is a good level of knowledge and understanding."

Daniel Cashman, global head of documentation, Misys

SOLUTION AT A GLANCE

- Adobe Technical Communication Suite. Components used include:
 - Adobe FrameMaker
 - Adobe RoboHelp
 - Adobe Captivate

"Choosing Adobe Technical Communication Suite as our master set of tools helps us apply the right tool and workflow to each documentation type," says Cashman. "We now have the freedom to define the taxonomy of each document and can greatly accelerate productivity by repurposing content for different contexts."

Transferring knowledge effectively

Previously, Misys used Adobe Captivate sporadically because the company had been growing so fast. But the new licensing model of the suite has simplified deployment, so Misys is making it a standard part of its documentation toolkit.

With Adobe Captivate, Misys is bridging the gap between instructor-led product training and the documents users rely on every day. For instance, the documentation team is creating introductory tutorials with Captivate to provide new users with fundamental product knowledge.

"Our products are sophisticated financial tools," says Cashman. "Creating introductory tools and quizzes with Adobe Captivate is a faster way to walk people through intricate concepts than making them read 10 pages of text. We can create and deliver more interesting, engaging presentations that make the transfer of knowledge more efficient." It also can make in-person training more valuable. By giving new users a basic foundation of product knowledge in advance, Misys instructors can spend more time describing how the product is used, rather than conducting an overview of the product itself.

Support from a community of peers

The power and versatility of the solutions in Adobe Technical Communication Suite were only part of what Misys regarded as it evaluated technical authoring and publishing tools. Another major consideration was the sense of community that surrounds applications including Adobe FrameMaker, Adobe RoboHelp, and Adobe Captivate.

"My experience with Adobe has been one of partnership, where I feel there is a good level of knowledge and understanding," says Cashman. "Because of the level of support around these products, we knew we could accomplish our goals today and have a solid environment to support our future initiatives."

For more information

www.adobe.com/products/technicalcommunicationsuite.html