Mitel speeds documentation delivery.

Adobe Technical Communication Suite enables global firm to streamline production of online help systems and product documentation while reducing costs.

"The ease with which we produce content using Adobe Technical Communication Suite means we can now provide our customers with current documentation before they're even aware they need it."

Rene Theriault, Team Leader Technical Publications, Mitel

SOLUTION

Adobe Technical Communication Suite

RESULTS

20% FASTER

RAPID TURNAROUND
Production cycle is 20% faster using multi-authoring, streamlined PDF review cycles and improved managed file access

INTEGRATION
Out-of-the-box integration with content management systems enables reuse of source content without sacrificing output fidelity on any screen

USER SATISFACTION
Customers gain free access to current documentation, reducing the cost of after-sale support and increasing user engagement

MOBILE
HTML5 layouts enable customization for mobile screen sizes and resolutions with a single click and no post-compile tweaking
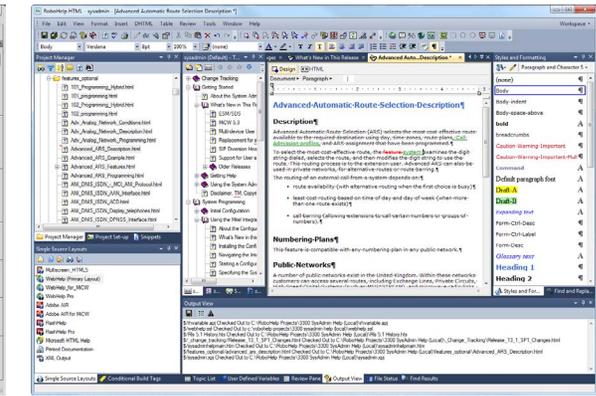
Mitel

Established in 1972

Employees: More than 3,000

Kanata, Ontario, Canada

www.mitel.com

CHALLENGES

· Add value to the company as a whole and to customers by providing up-to-date documentation and help systems

· Accelerate time to market while increasing productivity and collaboration

· Lower cost of after-sales support

Agile publishing adds value to firm

Powering more than two billion connections daily, Mitel is one of the fastest-growing global providers of business communications and collaboration software and services. With operations in more than 100 countries and serving 60 million users, Mitel has been helping businesses connect and collaborate for four decades.

Mitel employs more than 3,000 people and holds more than 1,600 patents and pending applications in Voice Over IP, collaboration, and presence technologies. Providing customers with current product documentation and up-to-date online help systems is of highest priority at Mitel. However, as the firm's customer base has expanded into new global markets and with new releases of its products and services continuously launched, Mitel needed a faster, more cost-effective way to publish product documentation and online help systems.

Mitel wanted to reduce the cost of localizing documents, enhance collaboration among technical writers and subject matter experts, and give content producers the ability to work from anywhere using cloud-based tools that are every bit as functional as locally installed versions. After researching options, the company chose Adobe Technical Communication Suite to meet its new technical publishing needs.

"We have seen measurable improvements in our business processes since building a more agile technical publishing system using Adobe Technical Communication Suite," says Rene Theriault, Team Leader Technical Publications, Mitel. "Our production cycle is about 20% more efficient and after-sales support costs have been significantly reduced." Core to Mitel's new workflow are Adobe FrameMaker to produce product documentation, Adobe RoboHelp to build and deploy online help systems, and Adobe Acrobat Pro to facilitate document review cycles.

"Using multi-screen HTML5 layouts in Adobe RoboHelp enables us to customize online help systems for different screen sizes and resolutions with absolutely no post-compile tweaking. The cost savings are substantial and the user experience is improved with device-appropriate documentation."

Rene Theriault, Team Leader Technical Publications, Mitel

Perfecting documentation and help systems

Prior to the Adobe Technical Communication Suite implementation, Mitel's customers used to receive product documentation on a CD, which required a proprietary viewer that didn't work with later versions of Microsoft Windows. Additionally, Mitel noticed its support framework suffered due to the absence of a robust publishing process to deliver online content.

Key requirements for a new workflow included the ability to produce content for multiple outputs from a single source, and gain seamless interoperability between two primary authoring environments—one for online help systems and one for product documentation. The team also needed out-of-the-box integration with content management systems in a way that would enable collaborative authoring capabilities while retaining source protection.

"Adobe FrameMaker and Adobe RoboHelp give us the capabilities we need without sacrificing output fidelity on any device," says Theriault. "We simply transfer content produced in one tool to the other." Additionally, Adobe Acrobat Pro makes it easy for the Mitel team to rapidly convert documents to PDF for review cycles and publication on the web.

Controlling costs, increasing productivity

As a global company, Mitel is required to translate and archive documentation for hundreds of products and services into many languages. Controlling localization costs for such an effort is challenging because source content is continuously revised. With FrameMaker and RoboHelp, changes are easily identified and translated content is reintegrated into source material without disruption to the larger publishing process.

Collaboration among subject matter experts (SME) and technical writers is greatly improved at Mitel, enabling everyone to participate in content creation. "Rather than annotate tech writer-produced content, we wanted SMEs to work in the source material without burdening them to learn a new, complex authoring tool. Adobe FrameMaker and Adobe RoboHelp provide easy-to-use text editing capabilities at a much lower cost than a separate, more complicated tool," says Theriault.

The ability to assign multiple writers to the same project has accelerated time to completion by about 20% at Mitel. Adobe RoboHelp, together with Robosource Control, manages access to files and reduces the risk of authors overwriting each other's work.

Collaborative reviewing was previously a chore. Reviewers either gathered in a room or paper copies were distributed, which meant nobody benefitted from seeing other people's comments. Now, shared reviews in PDF are set up from within the authoring environment and authors import comments into the source document, accelerating the process of gathering and addressing feedback.

"The implementation came together with very little configuration and no extra cost for adapters or APIs."

Rene Theriault, Team Leader Technical Publications, Mitel

SOLUTION AT A GLANCE

· Adobe Technical Communication Suite. Components used include:

  · Adobe FrameMaker

  · Adobe RoboHelp

  · Adobe Acrobat Pro

For more information
www.adobe.com/products/technicalcommunicationsuite

Mitel developers save time using the conditional text feature in Adobe FrameMaker to produce multiple versions from the same source to better target various audiences and keep product iterations organized. The styles and master pages feature in FrameMaker helps ensure consistent visuals across documents, and the variables feature handles frequently changing content such as product names.

The same features are used extensively in Adobe RoboHelp, as well as single-click HTML5 publishing, snippets for content reuse, and Robosource Control content protection and version history.

Satisfaction across devices

"Customers tell us that having great-looking documentation inspires confidence in the content and in the product itself," says Theriault. Professionally designed templates and powerful formatting tools in FrameMaker and RoboHelp have resulted in consistent, high-quality output at Mitel.

Mitel has reduced development costs and accelerated time to market—particularly for its contact management and collaboration mobile app MiCollab. "Using multi-screen HTML5 layouts in Adobe RoboHelp enables us to customize online help systems for different screen sizes and resolutions with absolutely no post-compile tweaking," says Theriault. "The cost savings are substantial and the user experience is improved with device-appropriate documentation."

As the technical publishing arm of Mitel continues to add value to the company and its customers, ideas for additional use of Adobe Technical Communication Suite are in discussion. The team is looking at managing FrameMaker content using SharePoint, and is also considering moving to structured XML documentation as a way to further improve consistency across product lines and encouraging single sourcing of common content. "Our legacy content is so vast, FrameMaker Conversion Tables may ease the transition to a new structured paradigm," says Theriault.

"The Adobe Technical Communication Suite implementation came together with very little configuration and no extra cost for adapters or APIs," says Theriault. "The ease with which we produce content using Adobe Technical Communication Suite means we can now increase the cadence of our publishing efforts and provide our customers with current documentation before they're even aware they need it."