RWS
LiveContent

Intelligent, interactive information delivery

The maintenance and repair of mission-critical equipment such as defense systems, aircraft and warships, as well as commercial jets and other complex systems, requires readily available, highly interactive technical content.

The most recent version of LiveContent, Version 6.0, delivers the latest in modernized services-based architecture. The platform has been designed to ensure a highly performant and scalable solution with a flexible, open-API approach to meet the needs of the most demanding maintenance environments.

Our LiveContent™ product is an industry-proven interactive electronic technical publication/manual (IETP/IETM) solution that delivers interactive, structured content in real time to end users. LiveContent surpasses traditional IETMs by supporting S1000D Issue 1.6 and above – as well as many other commercial and military data standards – all within the same highly scalable and flexible platform.

Applicable information delivery

LiveContent provides the user with real-time filtering of information based on the selected system configuration (including pre- and post-configurations for engineering changes and regulatory product updates) and environmental conditions using applicability information that is authored into the S1000D content by the manufacturer. Real-time filtering ensures that users get immediate access to the right information.

The increasing complexity of today's aerospace and defense systems demands delivery of the most up-to-date technical content in the right format, in the right language, at the right time.

LiveContent delivers an open, transformative architecture providing flexibility and enterprise scalability to ensure reliable availability for anywhere, anytime access.

Ease of use

LiveContent automates the creation and updating of interactive technical publications and delivers the most advanced, interactive user experience possible by preserving the full intelligence (structure and metadata) of the source content.

LiveContent dynamically reconfigures information to the specific needs of technicians by filtering content based on selected service bulletins, product attributes, or environmental conditions applicable to the equipment being serviced.

Technicians can intuitively navigate and drill down to specific procedures by using the table of contents, search, or interactive locator graphics. Real-time rendering of process data modules, which were introduced in S1000D Issue 3.0, leads technicians and maintainers through even the most complex diagnostic procedures.

By uniquely leveraging graphical controls that support hotspots, animations, simulations, 3D models, videos and other multimedia, LiveContent provides users with a much more intuitive and efficient approach to working with complex systems. This increased efficiency while accessing complex information results in quicker resolutions that reduce mean time to repair (MTTR) and optimizes asset utilization.

Product components

LiveContent comprises three components:

- **Interactive Viewer** for real-time intelligent delivery of technical publications
- **Publishing Server** for generation of new or updated publications
- **Delivery Server** for online distribution of the IETP/IETM

LiveContent can be used anywhere, anytime to service critical equipment – regardless of location or network connectivity.

It enables technical information to be integrated into the equipment it supports and presents the content in an easy-to-use interface via tablet or laptop. It even supports printed manuals and enables the user to select the exact pages or diagrams to include in a PDF.

LiveContent has been deployed in several demanding enterprise-class implementations as an integral component of their digital workflow. It is readily integrated with other repositories and applications within the product and service lifecycle ecosystem.

LiveContent is an integral component of the Contenta® Publishing Suite, but can also be purchased and utilized independently for publishing, delivery and viewing of IETP/IETM content currently managed in any common source database (CSDB), content management system (CMS), file systems or other data sources.
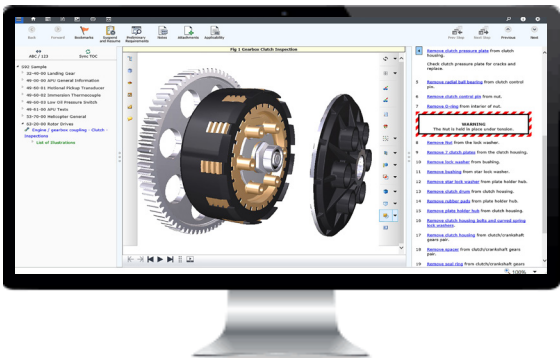
Benefits:

- Complete tasks faster and more accurately
- Reduce MTTR
- Provide users with up-to-date content
- Focus users only on the content applicable to the activity they are performing
- Enable inexperienced technicians to tackle expert tasks
- Guide users through complex procedures with animations, simulations and interactive hotspots/views
- Deliver publications across multiple channels (e.g. laptops, tablets, smartphones) with touch-based navigation options
- Utilize open APIs to easily integrate with parts inventory, ordering and other enterprise systems to reduce the time required for maintenance and repair
- Easily identify content errors and implement user feedback to continually improve content accuracy, completeness and usability
- Tailor content quickly with easily modifiable CSS styles
- Use industry-leading data encryption and security
- Access detailed usage data for analysis – such as maintainer performance, instruction accuracy and task compliance

Deployment options

LiveContent can support any distribution model you need. It can be deployed to serve content online to a wide audience via a delivery server, or it can be installed as an independent application to display content in offline/disconnected mode.

LiveContent Lite

The LiveContent Publishing Server and Contenta S1000D Publish have a new LiveContent Lite purchase option that allows you to create an HTML report that looks and feels like the LiveContent IETP without the need to install the product.

Key features

- Incremental publication updates

- Integrated forms and reporting

- CGM hotspot and linking support

- HTML5: industry standard, browser independent

- Support for CGM and SVG including hotspots, scalable graphics

- Open API for integrating with maintenance, training, logistics, quality management and other external systems

- Conditional viewing of content based on user, activity, equipment and conditions

- 3D linking and views provide technicians with graphical navigation of complex product hierarchies

- Multimedia support for a wide variety of formats

Product options

LiveContent v. 6.1 and 6.2 will provide optional modules for extending your solution capabilities:

Distribution Manager

- Catalog published IETPs and content assets

- Establish and track distribution channels

- Manage IETM assignments and notifications

- Streamline distribution and publishing of updates to the field

- Provide real-time status display of deployed IETPs

Feedback Manager

- Allow for in-app completion and submission of change request forms

- Track digital workflows in a closed-loop process

- Maintain a digital thread of request history, path and resolution time

- Minimize risk to assets and people with quick issue resolution

- Extract and aggregate usage data from each IETP for use in analysis for performance insights

Learn more about LiveContent at:
rws.com/contenta/ietp

or contact us at:
askans1000dexpert@rws.com