

# Enterprise knowledge hub

Centralize knowledge in a shared  
digital space and access it anywhere





## Your enterprise knowledge, centralized and optimized

Successful businesses thrive on engaged, well-informed employees. But in many organizations, employees work with outdated tools and processes that make this impossible. Their business-critical information – rules, policies, procedures, product information, educational materials and more – is stored in disconnected systems. Monolithic documentation and poor search capabilities hinder productivity and fuel dissatisfaction. Moreover, poor information governance leads to unreliable and hard-to-find information.

With an **enterprise knowledge hub**, you can integrate information creation, collaboration, approval and publishing from multiple systems into a single, trusted platform. Organizations can streamline operations, improve efficiency, and lay the foundation for future growth.

This centralized repository acts as a 'single source of truth', enabling the development of next-generation intranets, conversational interfaces and virtual agents. An enterprise knowledge hub allows businesses to enhance operations and gain valuable insights into consumption habits and consumer behaviour, driving higher revenues and achieving long-term success in a competitive marketplace.



**\$33.5 million**  
is spent annually searching  
for but not finding information

At least once per day,  
**16.5%** of workers recreate  
content that already exists

**IDC TECHNOLOGY SPOTLIGHT**



## Tridion Docs as an enterprise knowledge hub

Tridion® Docs is an enterprise-scale component content management system (CCMS) that turns your business-critical information into **intelligent content**, reducing your risk, boosting your productivity and delivering better content experiences.

It does this by managing content based on discrete topics – called ‘components’ – rather than on a document or file level. This structured content approach opens up new opportunities to use and deliver your information, including as personalized microcontent, chatbots and guided experiences.

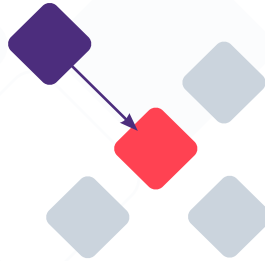
### *The structured content management approach*

#### Author



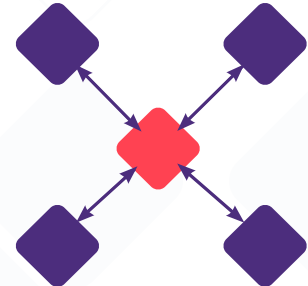
Content is created in modular components

#### Centralize



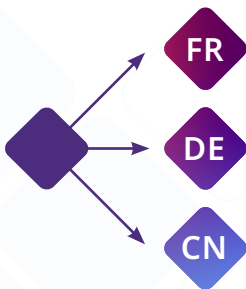
Components are stored in a central, shared location

#### Collaborate



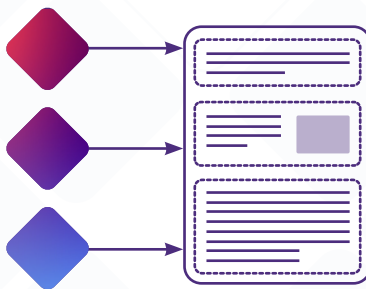
Content is written and reviewed by internal and external stakeholders

#### Translate



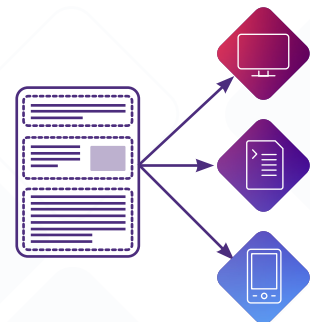
Workflows automatically drive content component translation

#### Assemble



Components are dynamically assembled and turned into a deliverable

#### Publish



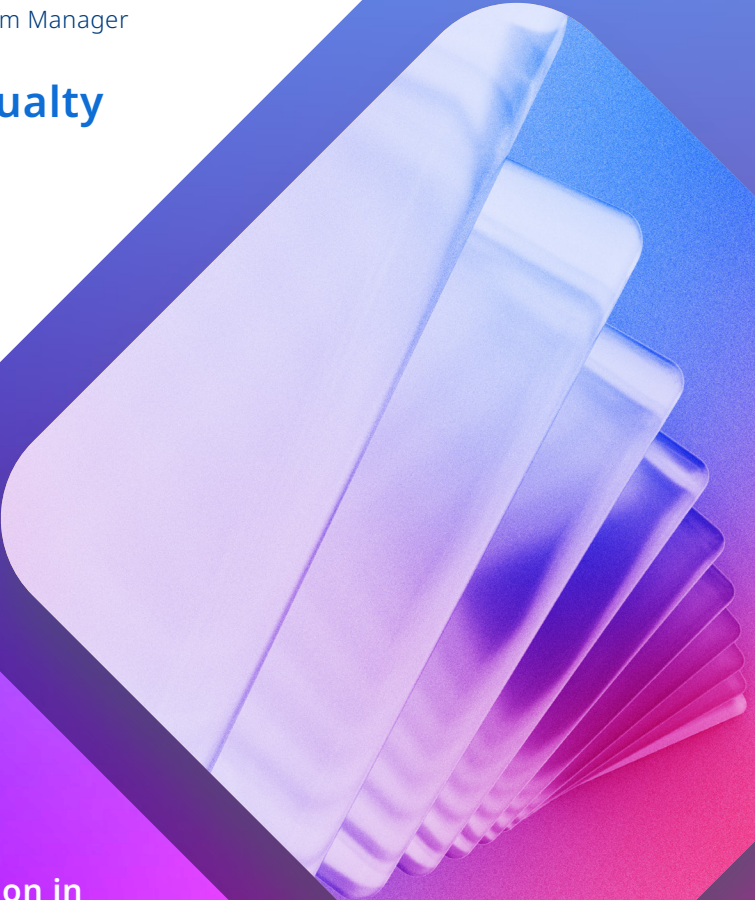
Content is formatted and published according to consumer and channel needs



**Tridion Docs ... saves our staff a huge amount of time – helping them provide high-quality customer service and do their jobs more efficiently.**

Susan Lalor,  
Knowledge Management Team Manager

## California Casualty



### Results

**81%** reduction in overall content

**71%** reduction in training content

**75%** improvement in information findability

**57%** improvement in information navigation



## What is intelligent content?

Intelligent content is readable and usable by machines and artificial intelligence (AI) services. This makes it easy to navigate and search, providing employees and customers alike with unfettered access to the information they are looking for in the moment. In short, intelligent content delivers itself to the right person at the right time.

### In order to be 'intelligent', content must be:

- Structured
- Stored in topic-specific components
- Reusable
- Format free
- Enriched with metadata

Tridion Docs provides these fundamental capabilities by design. It enriches them further through the optional use of semantic AI, taxonomies and knowledge graphs, large language models (LLMs) and dynamic content assembly and delivery.



**55%** of organizations are using AI-assisted technology to automate or augment select employee tasks, processes, and decision making

**IDC TECHNOLOGY SPOTLIGHT**



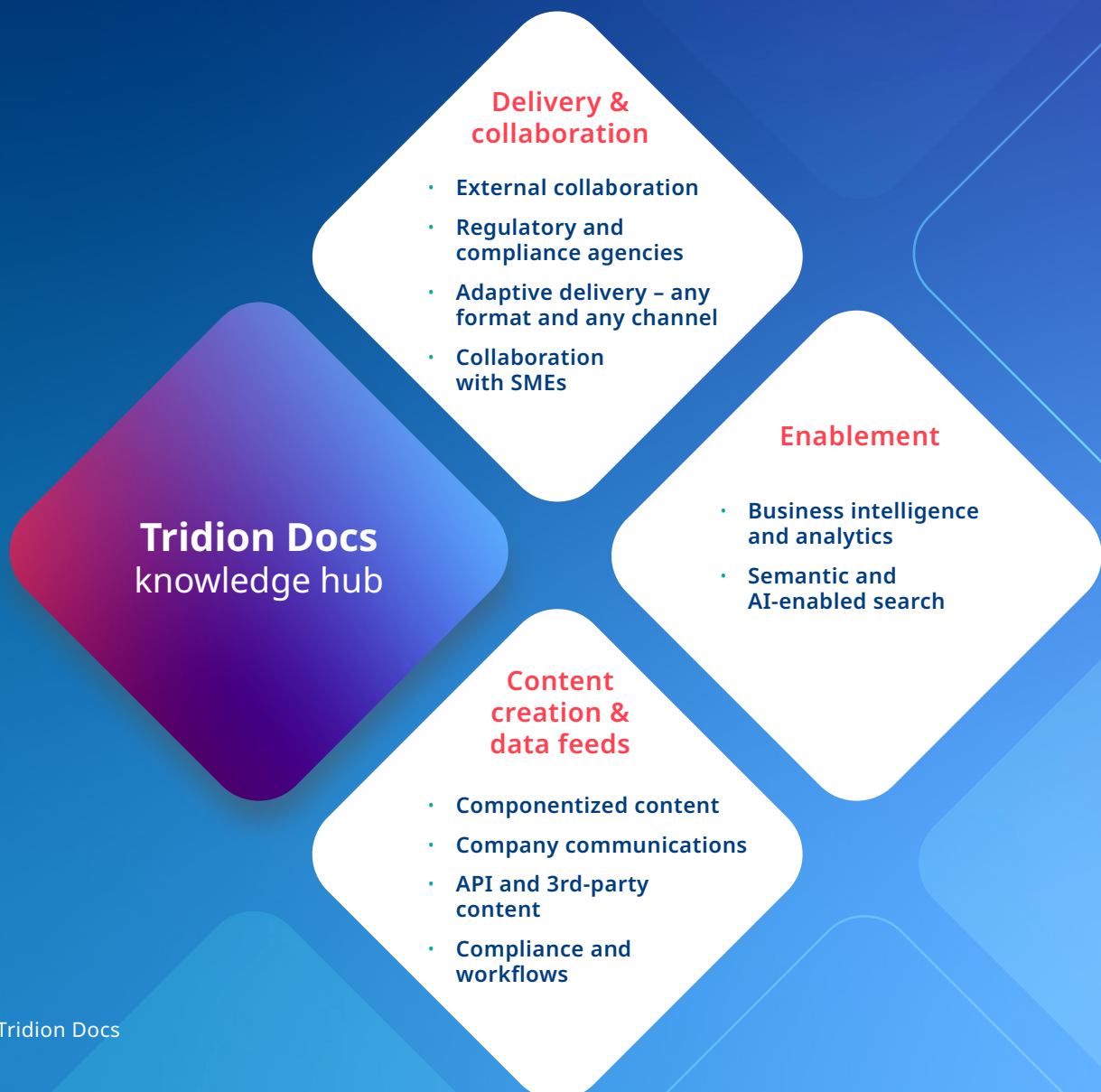


## How does it work?

As your enterprise knowledge hub, Tridion Docs provides an all-encompassing solution for structured content, serving as a central hub of knowledge.

For content creators and subject-matter experts (SMEs), Tridion provides a clean and intuitive UI to collaboratively draft and review content, with robust permissions and workflows, as well as our best-of-breed version control, called **Baselining**, to ensure airtight governance.

For content consumers, such as employees, partners, external bodies and end customers, Tridion renders information to any channel and format, making use of taxonomies and metadata to deliver highly relevant, bite-sized content to the right people at the right time. With the addition of semantic AI, searching for the right information becomes a smooth, Google-like experience, where searches can be auto-completed, results are based on natural language rather than exact terms, and related content suggestions help guide users along their way.





# What is Tridion Docs made up of?

The capabilities in Tridion Docs span a range of functional areas:



## Content experiences

### Tridion Docs Genius

Reach goals faster with intelligent content discovery, using trustable AI chat that pulls answers from your own documentation, as well as smart content recommendations, advanced intent-based search, guided experiences and traditional portal-style information delivery.

### Dynamic Experience Delivery (DXD)

Dynamically deliver information to any digital touchpoint through our headless publishing capabilities, securely delivering content fluidly over any channel.



## Content collaboration

### Draft Space

Write your content in a familiar, online, Word-style interface, supported by generative AI.

### Review Space

Involve your subject-matter experts in a collaborative, easy-to-manage document review process within a secure online environment.



## Content governance

### Taxonomy Space

Easily manage your taxonomies and knowledge models using open standards such as SKOS and EuroVoc.

### Organize Space

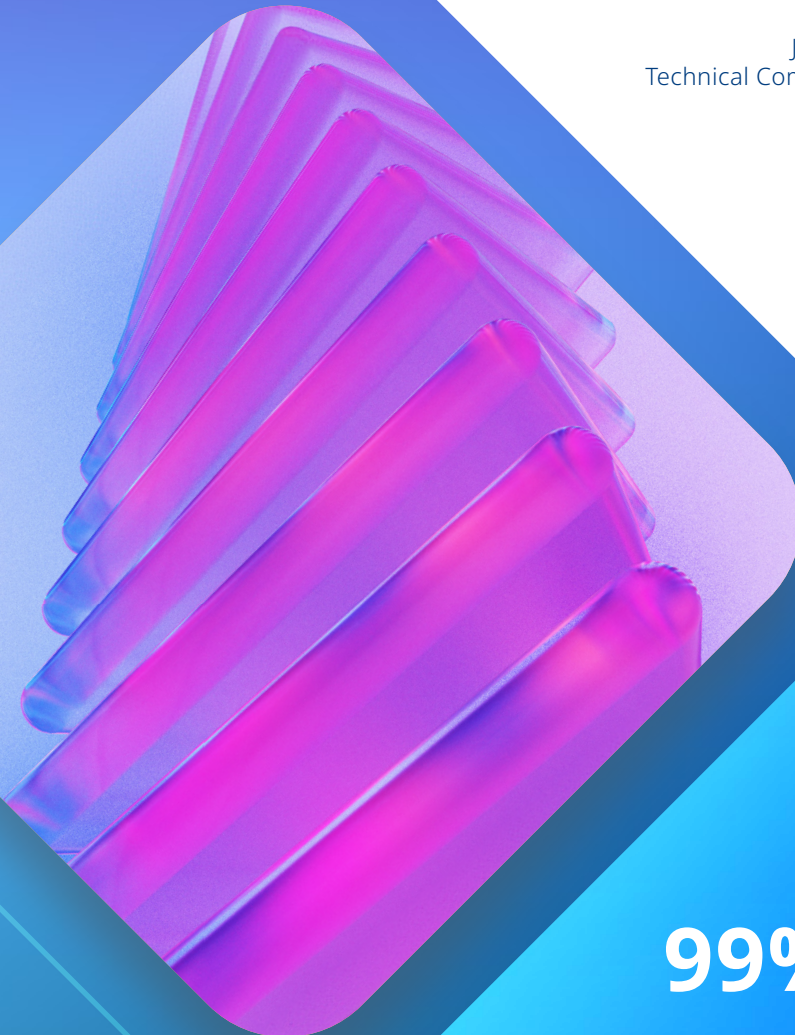
Effectively manage your company's documentation and translation processes, configuring users, workflows and permissions through a user-friendly web interface. Get an instant project overview and easily jump to the required tools to get the job done.



The dynamic publishing component of Tridion is crucial for us. It gives us a lot of flexibility and more opportunity to split up how we're delivering content and what we're delivering to where.

Jonathan Chandler,  
Technical Communications Group Supervisor

**Intralox**



## Results

**99%** reduction in annual DTP costs

**3x** higher productivity than non-Tridion users

**78%** translation cost savings





## The Tridion Docs difference



### #1 rated CCMS

Independent analyst firm Ars Logica named Tridion Docs the **best overall CCMS** on the market, especially suited to large enterprises with complex content needs.



### Powered by AI

Generative AI and semantic AI work in tandem through knowledge graphs, automatically generated metadata and the use of LLMs, helping people reach their goals faster and helping authors draft content more efficiently.



### Complete content lifecycle management

Tridion Docs is an end-to-end structured content solution providing a single source of truth that joins up the way your content is created, translated, managed, delivered and consumed.



### Built to handle complexity

Tridion Docs is unmatched in managing high volumes of concurrent, interdependent content variations across multiple products, geographies, languages and channels.



### Trustworthy translation

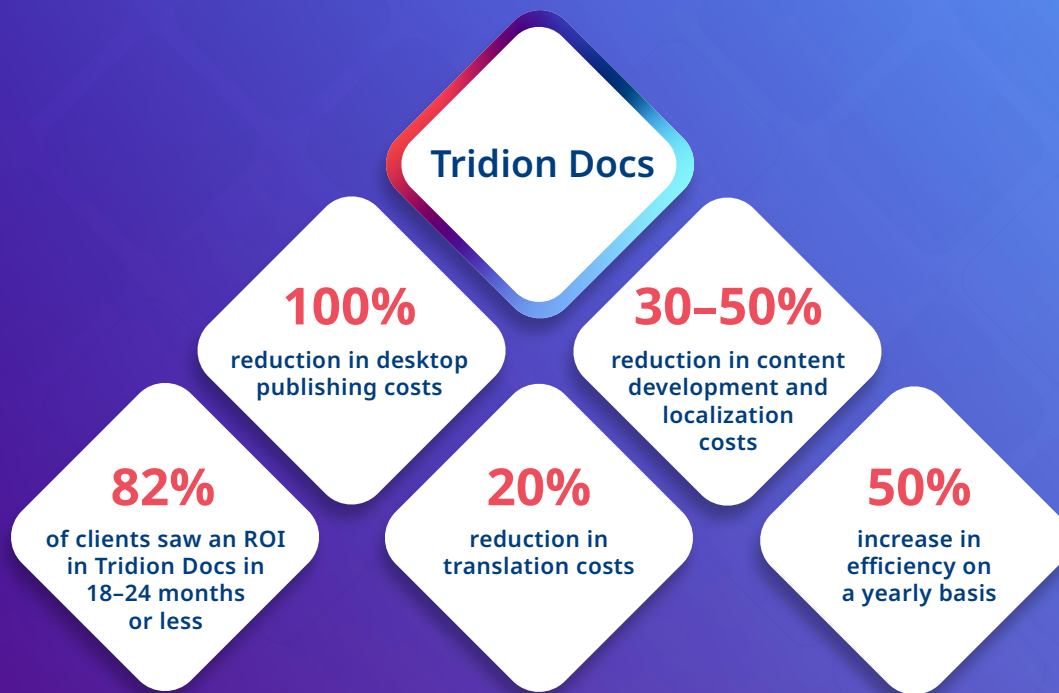
Tridion Docs integrates closely with RWS language technologies to streamline translation and localization processes and assure high-quality content in any language.



### Secure. Stable. Scalable.

Enterprise-grade quality and security certifications, an interoperable architecture, and the cloud, hybrid and on-premises deployment options mean you can rely on Tridion Docs every step of the way.





## Tridion Docs – content confidence in a complex world

[rws.com/tridion-docs](https://rws.com/tridion-docs)

### About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](https://www.rws.com)

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