

Exceptional field service documentation with Tridion Docs and AI





Who is it for?

Field service managers and knowledge managers who need to ensure that field technicians have easy access to top-quality, reliable documentation in the field.

With Tridion Docs, organizations transform the ability of technicians to find the information and answers they need when they're in the field – quickly, efficiently and even without connectivity. It's one of the most important contributors to improving mean time to repair (MTTR) and first-time fix rates (FTFR).





Providing one right answer to technicians in the field

If a machine needs maintenance or repair, customers expect fast, effective action from their service provider with little-to-no downtime.

When a technician is on site, documents such as maintenance manuals, spare parts books and installation guides are key to how quickly and effectively they can get the job done. The quality and accessibility of this content has a direct effect on MTTR and FTFR, and therefore on customer satisfaction.

The issue – can't find it, can't use it

Traditional approaches to content creation and delivery – whether via printed manuals or on-screen PDFs – create numerous headaches for access to information in the field.

Some organizations create 'one size fits all' documents to serve multiple different versions of the same product. Some create enormous collections of similar-but-not-identical documents. Either way, these documents are time-consuming to update – therefore prone to inaccuracies – and difficult to search. Limitations in their format also constrain access options in the field.

It all adds up to technicians struggling to find what they need when they need it, causing delays and higher repair costs.

Why it matters – eliminating unnecessary risk

Addressing information accuracy, findability and availability in the field not only gives you a major opportunity to improve MTTR and FTFR, it also helps you take significant risk out of your field operations.

After all, expensive machinery may be damaged if instructions are out of date or difficult to find. Even worse, field technicians may be at risk of accident and injury. These kinds of incidents risk turning an information-related issue into a litigation catastrophe.

The solution – a single source of truth

Tridion Docs transforms the accuracy, availability and findability of field service documentation by offering a better way to create, manage and deliver it. Three key high-level capabilities are most relevant here.

The first is a modular way of authoring and managing content that creates a single source of truth, so your field service content can be trusted to be up-to-date and accurate ([page 4](#)). The second is the flexibility to deliver the content to any format or channel and maintain availability offline, so technicians can always access it ([page 6](#)). And the third is AI, which transforms the searchability of your field service content so technicians can quickly find exactly what they need ([page 8](#)).



Modular content ensures accuracy – and more

A content management system (CMS) will help you centralize and classify your field service content. But that’s just the first step in creating a single source of truth that technicians can trust.

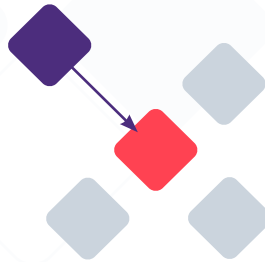
Tridion Docs is a component content management system (CCMS): a CMS designed to hold content as individual components rather than as whole documents. A component could be a phrase, paragraph, series of paragraphs, image, video, table, or any other ‘module’ of content. In Tridion Docs, documents or other deliverables are created by assembling relevant components, called ‘topics’, into a whole.

Author



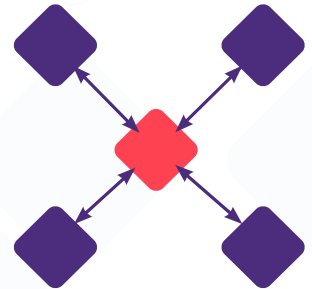
Content is created in modular components

Centralize



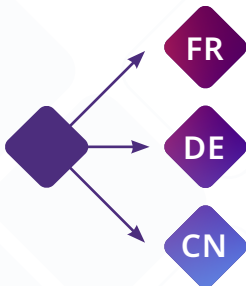
Components are stored in a central, shared location

Collaborate



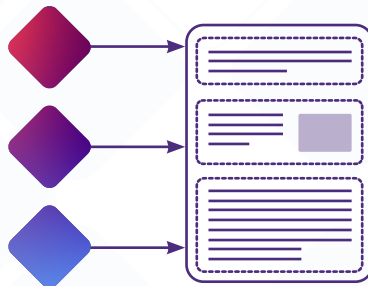
Content is written and reviewed by internal and external stakeholders

Translate



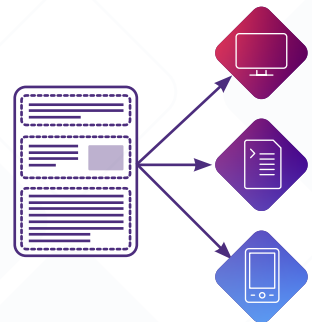
Workflows automatically drive content component translation

Assemble



Components are dynamically assembled and turned into a deliverable

Publish



Content is formatted and published according to consumer and channel needs

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Create once, publish everywhere

With a CCMS you no longer have to update the same piece of content 20 times in 20 similar manuals (nor try to avoid this through hard-to-navigate 'one size fits all' documents). Instead you update the content component once, and that change is reflected in all the places where the component is used.

This 'create once, publish everywhere' approach transforms content accuracy. It also improves findability, because content classification and tagging happen at component rather than document level. So technicians can get right to the topic they need – and trust it once they find it.

Simplify localization

Component content management also simplifies localization of content into different languages. Tridion Docs makes it easy to push content directly to translation and to manage the localized versions received back from translation.





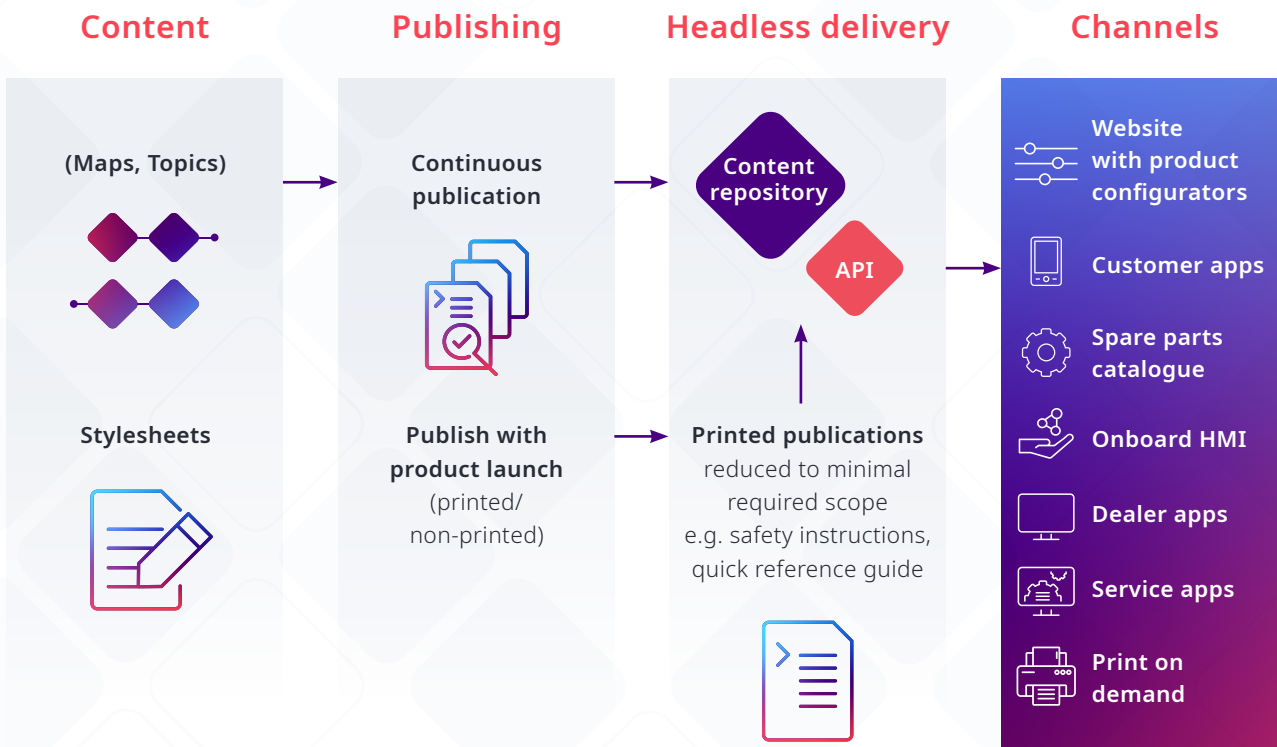
Flexible content delivery improves access for all

More than just a CCMS, Tridion Docs is a headless CCMS. This means it's not tied to a particular mode of presentation, but offers flexible content delivery capabilities.

In Tridion Docs your content lives format-free, and is pulled or pushed to any publication channel via API, with appropriate formatting automatically applied.

Headless content for field service operations makes information much more readily available to technicians, because it is easily formatted for, and delivered to, the devices they use in the field. But it doesn't stop there. With a headless model, you can create all sorts of dynamic environments for content to be accessed, including:

- Mobile apps
- Self-service portals for partners and customers
- Integrations with field service management software or training systems
- Integrations with other business systems, such as PLM, ERP or CRM systems



The value of self-service

The fact that you can create self-service solutions for customers adds another dimension to field service operations. It means you can provide diagnostic information to customers on demand and recommend fixes prior to a technician's visit, giving customers the visibility and control they want and adding to their overall satisfaction.

Offline operability

Importantly for field service operation, Tridion Docs supports both online and offline presentation, ensuring that technicians in locations without connectivity can still access the information they need.





Semantic AI and other smart ways to improve field service

Tridion Docs keeps you at the cutting edge of content delivery for field service operations.

As already mentioned, modular content management in Tridion Docs immediately improves content findability by letting you classify and tag content at component-level rather than document-level. But we go much further to enhance information findability.

Semantic AI creates exceptional search experiences

Semantic AI is a Tridion Docs capability that combines advanced knowledge management techniques with machine learning to improve content classification even further and transform search results.

When you use Tridion Docs' semantic AI features to organize and classify field service content, technicians in the field – or self-service customers – have a smooth, Google-like experience when they search for information. Their searches are auto-completed. They don't have to find an exact match but get results based on synonyms and context. They can see suggestions for related content. This type of intuitive, responsive search experience has an obvious impact on technician (or customer) confidence and productivity in completing their tasks.

Atlas Copco sees the benefits

"Tridion Docs provided a compelling system that met our requirements and empowered us to achieve our objectives."

- **50% increase in efficiency**
- **Higher customer satisfaction**
- **Reduction in incorrect orders of spare parts**

Leapmotor (electric vehicles)

“The service information platform developed with RWS is a very successful project. Tridion Docs is fully functional and can be customized to meet our requirements.”

- **40% reduction in aftersales service consultations and customer complaints**



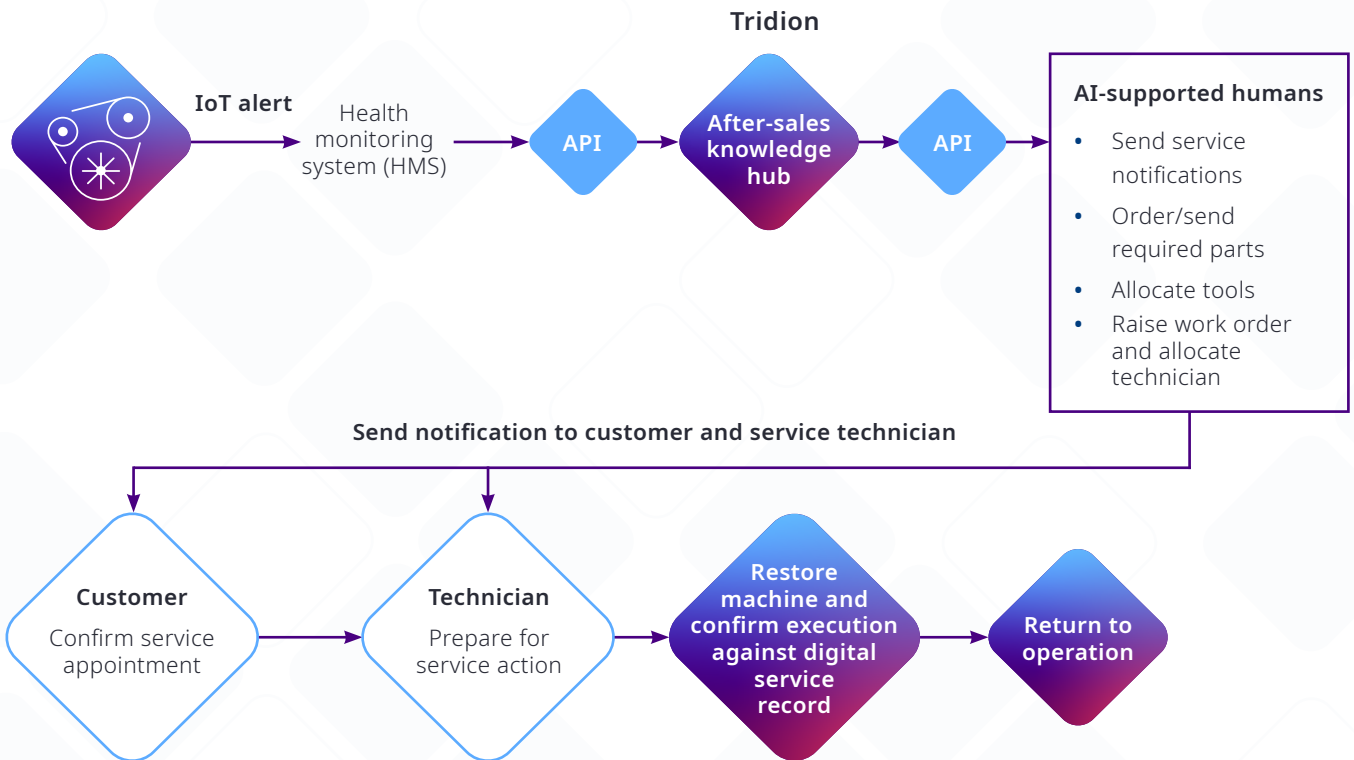
Interoperability

Interactive formats take field service to the next level

As a headless CCMS, Tridion Docs is also the ideal solution to integrate with augmented reality (AR) and virtual reality (VR) platforms, enabling you to bring your field service content to life with simulations, animations and more. We partner with AR/VR providers to help you do this, and the process is simplified by the fact that your content is held as format-free, well-structured components.

IoT integration supports condition-based maintenance (CBM)

You can also use Tridion Docs to streamline maintenance by linking with health monitoring systems that react to alerts triggered by internet-of-things (IoT) sensors in your equipment. This enables you to implement a CBM strategy, automatically sending service notifications and instructions – including self-service advice – any time an alert requires it.





Genius: The next level of intelligent content discovery

Building on our semantic AI capabilities, Tridion Docs Genius transforms how field technicians interact with and discover information.

When setting up intricate equipment or solving multifaceted problems, technicians need more than step-by-step instructions. They require a comprehensive understanding that comes from synthesizing various pieces of information. Tridion Docs Genius acts as an intelligent guide, helping technicians piece together the puzzle of knowledge needed to efficiently complete complex tasks.

Hexahops: intuitive content navigation

Hexahops offers an innovative approach to content discovery. As technicians explore topics, Hexahops provide intelligent suggestions, guiding them through relevant content. This intuitive system showcases clear connections between topics, ensuring technicians stay on track and find the information they need quickly and efficiently.

Advanced troubleshooting techniques

Resetting CMOS: This resets the device's BIOS (Basic Input/Output System) settings to factory defaults. It might resolve certain configuration issues but can also erase overclocking settings or...

Updating Presla X5000-V765H firmware

Download firmware updates only from the Presla manufacturer's website to avoid compatibility issues or malware.

- Back up your data before initiating a firmware update, as the process mi...

Error messages

"Disk Read Error" This could indicate a problem with the device's internal storage or a storage device connected to it.

"System Overheating" This message warns that the device is getting too hot...

Safety precautions

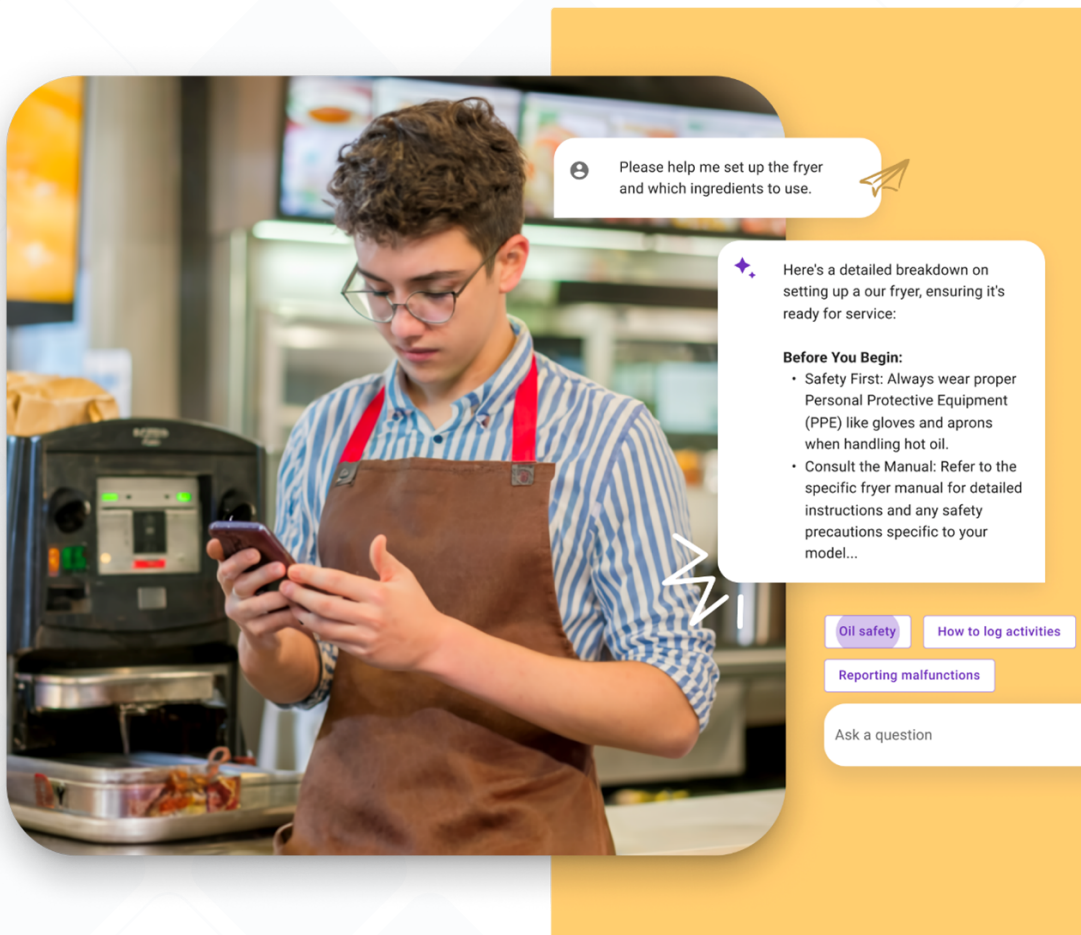
Avoid Internal Access (Unless Qualified): The X5000-V765H likely has delicate electronic components inside. Unless you have experience repairing electronic devices, refrain from opening the device yourself. Opening it exposes...

Trustable Chat: reliable AI-powered assistance

Genius also features a Trustable Chat function – an AI assistant that accompanies technicians throughout their information journey. Unlike generic chatbots, this system:

- Draws answers exclusively from your trusted content sources
- Provides references to original sources for verification
- Allows users to dig deeper into topics by accessing the full context

This combination of conversational AI and reliable information ensures technicians get accurate answers quickly, improving their confidence and productivity in the field.





Go beyond expectations with every customer interaction

Transform your field service operations with the power of Tridion Docs and AI.



Advanced content management

- **Accuracy:** single source of truth
- **Availability:** dynamic delivery to any channel, any format – incl. AR/VR
- **Findability:** intelligent classification, search options and AI-powered discovery tools



Exceptional in-field experiences

- **Quality:** getting it right first time
- **Productivity:** working efficiently with AI-assisted information discovery
- **Uplift:** on-the-spot training, interactive presentation and intelligent content navigation



Additional value

- **Self-service:** giving customers control and confidence
- **Integrations:** more efficient end-to-end processes
- **Localization:** simplified translation management
- **Customization:** tailored knowledge portals for specific needs



Business results

- **MTMR:** reduced mean time to repair
- **FTFR:** improved first-time fix rate
- **Trust:** better customer relationships

Meyn (poultry processing)

“Tridion Docs has already empowered us to dramatically improve the consistency, accuracy and uniformity of our documentation. The next phase is using it for a self-service publishing model.”

- **Improved consistency and accuracy**
- **Increased customer satisfaction**
- **Compliant with EU legislation**

Tridion Docs – content confidence in a complex world

Find out more [rws.com/tridion/field-services](https://www.rws.com/tridion/field-services)

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

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