



RWS Partner Programme

Tridion Docs



Partnering to empower customers with knowledge

Product information and documentation directly contribute to customer satisfaction. However, many organizations approach this vitally important function as a cost centre, rather than an essential aspect of the customer journey.

Whether your client is drowning in content or simply looking for a seamless solution, our global partner ecosystem offers the expertise and experience to help deliver in-depth product information and technical documentation at scale.



The RWS Partner Programme enables partners to better serve their customers and differentiate themselves through training, accreditations and marketing benefits.

We partner with the most innovative technology companies and consultants in content creation, migration and implementation, digital asset management, taxonomy and language services to bring our customers a diverse ecosystem of layered cross-functionality between our partners' solutions and our own.

Our partners are trusted advisors delivering best practices, creative insights and business consulting services, as well as applications and services that complement our products.



What we believe

We believe there is no one-size-fits-all localization or content solution. Instead, we work closely with our partners to understand each organization's challenges and opportunities – and select the best tools, processes and resources to help them meet their global goals.

We also believe that the best systems combine the right technologies, the right processes and the right people to deliver outcome-based solutions that help our clients and partners make better connections everywhere.



Programme benefits

Becoming a partner enables you to interact with RWS on case studies, white papers and other collateral, feature in webinars, tutorials and demos, get trained and certified in RWS products and be informed in real time of the latest product releases.

Our Product Groups Community is where you will find the latest news, product content and resources, propose ideas and receive technical guidance for deep integrations.

Why partner with us?

Partnering with RWS unlocks a range of resources and expertise to provide customers with the best services to meet their needs.



We work with 90 of the world's 100 largest brands



Proven track record of successful deployments in multiple market segments



Among the most mature and scalable solutions for large corporations



Clear leader in the structured content management space



Out-of-the-box integrations for taxonomy, content quality, automated publishing and XML editors



As a reselling partner you can maintain existing customer relations through direct support, implementation and solution management

What is Tridion Docs?

Tridion Docs is a component content management system (CCMS) that ensures accuracy and consistency in the authoring of business-critical information, such as product documentation, policies and procedures, on a global scale. Our enterprise-wide authoring and collaboration tool uses the DITA standard to help turn content into intelligent information.

Tridion provides the scalability that organizations need for global deployment, with an architecture that supports:



Content management at scale



Embedded translation features



Easy collaboration across departments



High levels of business agility



The desired level of governance



Flexible omnichannel delivery



Tridion Docs empowers employees and customers by making business critical information easy to find, manage and disseminate.



Key features



Modular content

Utilize DITA to easily reuse, share, filter and deliver consistent multilingual content to any channel.



Automated publishing

Apply the COPE principle (Create Once, Publish Everywhere) and publish across channels simultaneously with a powerful and fully customizable publishing chain.



Baseline Manager

Gain greater control and release the correct information by tracking the dependencies between content components and different versions with our visualization tool.

RWS Partner Programme



Collective Spaces

Get the benefits of a structured content approach while eliminating the need for contributors to understand and use XML.



Translation integration

Personalize each reader's experience by providing content in their preferred language with support for language variations and integrated translation management capabilities.



Semantic AI

Improve search for customers, employees or partners by helping them find what they need quicker.

Tridion components

Tridion is made up of several system components that work perfectly together and can be licensed and deployed separately across on-premises, hybrid and cloud system environments.



Tridion Docs

Provides management of intelligent content by subject-matter experts (SMEs) and technical authors to address a wide range of knowledge and in-depth information situations.



Tridion Delivery

Activates content on any online or offline channel and device – regardless of content type or storage location – using headless publishing capabilities and API-based content provisioning.



Tridion Sites

Provides web content management that connects people, processes and information across teams, brands and markets to deliver powerful online experiences globally.



Tridion Accelerators

Simplifies deployment of our technology and rapidly unlocks enterprise information stored in other business-critical systems through a range of content and data connectors.



Why sell Tridion Docs?

Tridion Docs solves the challenges of managing a complex ecosystem of digital marketing and knowledge bases in a single, flexible, enterprise-grade technical content management solution.



Driving outcomes

Technical content increasingly influences purchase decisions and is crucial to the customer's buying cycle.



Empowering

Enables self-service, which dramatically increases customer satisfaction.



Relevance

Responds to customer demands for greater engagement and personalization from their content.



Advanced versioning

The only CCMS on the market with robust Globally Unique Identifiers (GUIDs) and baseline functionality.



Efficiencies

Content reuse and translation automation that reduces time to market and desktop publishing costs.

Why use Tridion Docs?

Tridion Docs streamlines global content supply chains for organizations by centralizing the creation, translation and delivery of technical information, product documentation and self-service support.

- Text-driven technology that weaves relevance into technical publications.
- Collaborative review capability optimizes team-wide visibility, accessibility and input via authoring bridges.
- Ensures quality content control and delivery through Acrolinx and Congility integrations.
- Streamlines the localization process and cuts translation costs.
- Dynamic Experience Delivery (DXD) features a mobile-friendly portal for documentation and a headless content strategy implementation.

With Tridion Docs, organizations can streamline their content operations and go to market faster by creating a 'single source of truth' for their product information.



Technical digitalization has become an unescapable reality for large corporations.

Programme types

Whether your main expertise is in consultancy, technical authoring, implementation, translation or digital transformation, the RWS Partner Programme is designed to reflect this diversity and bring continuous added value to our customers. Partners can apply their experience through three distinct partnership types, depending on their focus.

RWS Commercial Partner

If you are a digital agency, developer or consultant, then a simple and profitable way for you to help your customers is by referrals or reselling an RWS solution that fits their needs.

RWS Solutions Partner

With expertise in strategy, implementation, business process transformation and solution optimization, solutions partners manage solution design, support and deployment, while maintaining their profit margins. This partnership is ideal for developers and solution architects with a solid technical understanding of RWS solutions.

RWS Technology Partner

Partners add value to our customers and products through integrations and connectors to unique technology platforms for intelligent content workflows.

RWS University

RWS University is an eLearning system specifically designed to help our partners gain product certifications while building their skill sets and knowledge base.

RWS Certifications

Certification programmes are designed to develop and validate expertise in the use of our products.

RWS Training

Our introductory and advanced training courses are customizable, delivered in person, and designed to cover fundamentals or specific roles.

RWS eLearning

Self-paced and introductory foundational eLearning courses that partners can complete in less than an hour.

Key benefits

The RWS Partner Programme gives you access to benefits, rewards and resources to help you create new opportunities and help differentiate your firm in the market.



RWS Commercial Partner



RWS Solutions Partner



RWS Technology Partner

Benefits

Product demos



Accreditations and certifications



RWS.com directory listing



Events sponsorships



Product and training discounts



Referral compensation



Developer summits



Developer environment access



Customized OEM pricing



Join the RWS Partner Programme

Take your first step towards partnering with RWS today at [rws.com/partners](https://www.rws.com/partners)

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 unique combination of technology and cultural 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.

Our clients include 90 of the world's top 100 brands, the top 20 pharmaceutical companies and 19 of the top 20 patent filers. Our client base spans Europe, Asia Pacific, and North and South America. We work in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors, which we serve from 80+ global locations across five continents.

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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