



Solutions for **Energy & Utilities Industry**

DIGITAL TECHNICAL PUBLICATIONS

Manufacturers are facing growing pressure by evolving market demands, rapid developing, and increasingly sophisticated equipment and machinery. Every new product release or revision needs to be accompanied by an up to date and unambiguous documentation.

Capgemini's technical publications offers services that focus on the key challenges with economical and feasible solutions.

Capgemini leverages its 17+ years of expertise with latest industry standards to deliver services ensuring operational cost savings, reduced time to market and increased customer satisfaction through accurate, handy and user-friendly publications.

Our state-of-the-art, ready-to-use infrastructure and dedicated center of excellence (CoE) with 1000+ engineers support the technical publications delivery.

WHAT WE OFFER

Technical Publications Core

- Authoring
- Illustration
- Animations

Technical Publications Platform

- Configuration & Customization
- Maintenance
- Migration

Integrated Services

- Integration of Service Lifecycle
- Job card integration to SAP/ERP
- Remote Assistance

Technical Publications User Experience (UX)

- Publishing
- Packaging (3D/ Augmented /Virtual Reality (AR/VR))

Technical Publications Consulting

- Flash Diagnostic Consulting
- Benchmarking Study
- Transformation Consulting

Training Module Development Services

- WBT/CBT Modules Development
- Virtual Classroom (VR)



OUR EXPERTISE

• PUBLICATIONS

- User manuals
- Installation manuals
- Training modules
- Help guides/online help
- Quick reference guides
- Parts catalogue
- Repair & troubleshooting manuals
- Operation manuals
- Wiring manuals
- Maintenance manuals
- Training modules

• TOOLS

- PTC Arbortext
- Adobe FrameMaker
- XML Editors
- Adobe Suite
- MadCap Flare
- Author-it
- Oxygen
- Tech Illustrator
- IsoDraw
- Autodesk
- Adobe Captivate
- 3DVIA
- SolidWorks Composer
- Unity 3D
- Creo Illustrate

DIGITAL ENABLERS for an *Intelligent Industry*

• Smart Product & Integrated Product Services

Manuals on hand-held devices, 3D service instructions, augmented manuals, service excellence and predictive maintenance

• Digital Manufacturing

Manufacturing & process documentation, manufacturing work instructions, 3D work & augmented work instructions, digital operator & virtual assistant

• Intelligent Automation

RPA tool chain to improve the quality and productivity of the service

• Total Process Manager (TPM)

A single, in-house developed tool for project lifecycle management



SUCCESS STORY

Successfully implemented offshore technical publications delivery model and updated multiple documents for the world's leading supplier to the semiconductor industry.

OUR ADDED VALUE

Rightshore® approach with global delivery teams

17+ years of experience of delivering technical publications for several OEMs

Assured **cost savings**

CoE approach to support the engagement throughout the lifecycle

Move up the value chain of technical content by embracing **emerging technologies** like AR, VR & interactive 3D

Academy CoE for competency management and team qualification

Industrialized approach to **technical publications management**

For more information, contact:
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