Increasing the cognitive efficiency of product usage and serviceability of a complex engineering product is becoming a challenge.

Traditional methods of developing and publishing Technical Content through static set of digital content published as PDF or web content are being challenged by increased product complexity, product variants and service revisions currently provided.

**Capgemini’s DTCM**

Capgemini’s Digital Technical Content Management (DTCM) is an evolution in consuming and managing technical content by bringing an element of interaction to virtualized products. DTCM enables simplification and visualization of work instructions for both product use and product serviceability. DTCM initiates a digital transformation through modernization of legacy technical data to compatible standards and formats, including 3D models integrated with animation.

Capgemini offers both traditional and Digital Services based on the maturity level of the organization’s existing technical content management setup.

**Capgemini’s Value Proposition for DTCM**

We have built expertise, developed core competency and accelerators which help in adding value to your needs of digital technical content of complex products, including documentation, training and service delivery.

- 30% Reduction in TCO
- Targeted ROI in 3 Years
- Legacy of 12+ Years
- Legacy of 12+ Years
- 800+ Engineers
- Integrated Learning Management System
- 800+ Engineers
- Integrated Learning Management System
- Accelerated Transformation using GEM Methodology
- End-to-End Solution
- Flexibl
- Custom Built Tools and Certified Processes
- Lean Practices and Industry Best Practices
- Customer Satisfaction
- Digital Experience
- Industrialization & Automation
- Customer Satisfaction
- Digital Experience
- Industrialization & Automation
- Rightshore Solution
- Offshore Centric
- Complementary Engineering Services Expertise
- Rightshore Solution
- Offshore Centric
- Complementary Engineering Services Expertise
Capgemini meets the top requirements of technical content for complex products and addresses the concerns with outsourced services by operationalizing DTCM through an offshore factory model.

**Requirements Met**
- Improve end customer satisfaction with modernization of Technical Publications
- Continuous push to reduce cost
- Quick turnaround time and quality of deliverables
- Domain and product knowledge to author technical publications
- Global delivery with close proximity to all major industrial locations and proven offshore centers

**Concerns Addressed**
- Engineers from respective domains for analysis of complex engineering products
- Deep knowledge of styles and standards used in the sectors and best practices minimize re-work
- TPM, custom built project management tool for DTCM gives complete visibility of the engagement
- TechPub Factory is ISO 27001 certified for information security
- KPI and SLA driven engagement
- Commitment to continuously improve productivity of the team through adoption of lean practices and Six Sigma

**Factory Toolkit**
- **Authoring**: Arbortext, Framemaker, XML editor, Legacy tools, Customized editors
- **Illustration**: Technical Illustrator, Isodraw, Adobe Illustrator, Adobe Photoshop
- **Work Flow**: Technical Process Manager (TPM) designed for DTCM
- **Standards**: S1000D, ATA iSpec 2200, ATA 100, DITA etc., AR/VR: Vuforia, Metaio, OpenGL, Google Glass, Microsoft Hololens

**About Capgemini**
A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients’ opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

Learn more about us at [www.capgemini.com](http://www.capgemini.com)

**Capgemini’s Product and Engineering Services**
Capgemini’s Product and Engineering Services brings together deep domain and technology expertise for both the digital and the physical world of products. Consulting, technology and assets led solutions enable global companies to unlock the true potential of their product portfolios. A recognized leader, with over 10,000 engineers across the globe and 30+ years of experience, P&ES offers a highly differentiated, comprehensive portfolio of services and solutions to meet the needs of digital engineering in a connected world.

Learn more about us at [www.capgemini.com/p&es](http://www.capgemini.com/p&es)