

Alstom

Alstom increases productivity and gives customers faster access to information with online technical documents

The Business Challenge

Alstom, a leading international supplier of rail industry equipment, built the shuttle trains for the rail link between Stockholm Central Station and Arlanda Airport in Sweden. As part of this project, Alstom agreed to provide documentation for the service and maintenance of its equipment.

In meeting this obligation, the company saw an opportunity to make progress on its more general goal: to produce paperless documentation. For this project, Alstom also required online documentation that was easy to use and maintain and was available in both Swedish and English.

Alstom asked L10N Technology (LT) to provide a solution that would:

- **Collate** all the information from numerous suppliers into a single usable format.
- **Produce** a Web-based interactive electronic technical manual (IETM).
- **Localize** the IETM from English into Swedish.

The LT Solution

LT designed an IETM using off-the-shelf software. In order to meet Alstom's ease-of-use requirements, the manual included the following features:

- **Graphically** simple navigation and search capabilities, which enable engineers to drill down progressively to reach component-level information.
- **Panning** and zooming functionalities, which allow engineers to inspect complex drawings more closely.
- **Sophisticated** text-search technology, which returns almost immediate responses to users' search queries. The IETM's interface facilitated seamless integration of the various suppliers' materials by allowing LT technical authors to use a familiar word processing environment in populating the manual from source information. Because LT resources did not have to learn to use a new authoring environment, Alstom was also able to realize cost savings.

Additionally, LT provided full localization of the source content into Swedish.

The Customer Benefits

The LT solution provided Alstom with a cost-efficient IETM that is easy to use and maintain. Some of the major factors that contributed to this outcome include:

- **Ability** to choose a Web-based system using off-the-shelf software (rather than proprietary software with annual usage fees) saved the client additional maintenance costs after the manual was delivered.
- **Application** of standard Internet technology ensured that the system is relatively simple to use.
- **Web-based** information is stored and accessed centrally, and updates can be handled quickly and are available in minutes.

Finally, the various search methods available to the user provide much speedier information retrieval than would be possible with a printed manual. This significantly reduces the time needed for an engineer to obtain the correct information, which supports more efficient servicing of parts and higher productivity.

To learn more, contact us at mcgcompany@naver.com
or find us on the Web at www.bowneglobal.net.