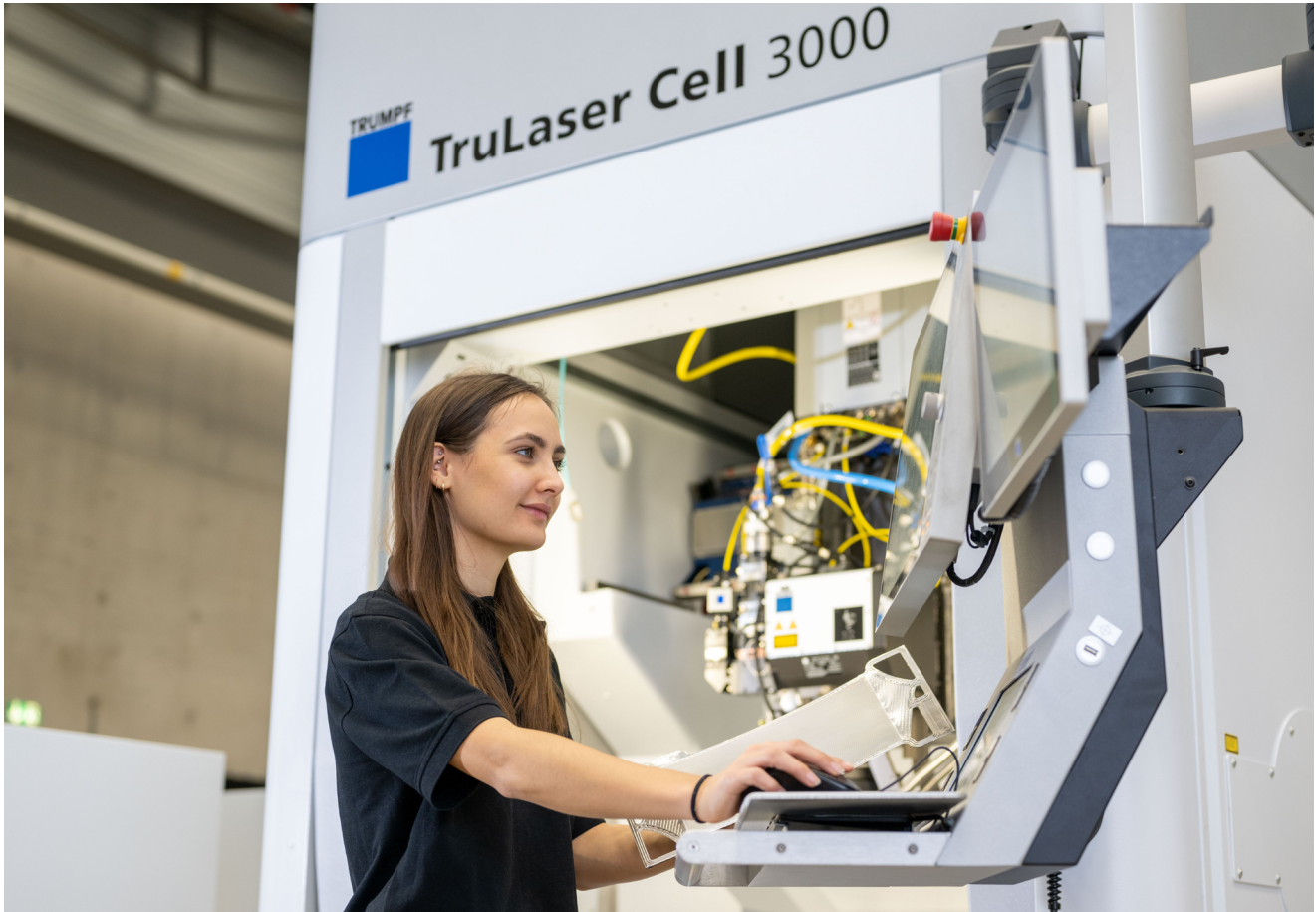


NovaDB at TRUMPF Werkzeugmaschinen SE

Creation, management, translation and publishing of user interface texts



TRUMPF employee at the control panel of a laser welding machine

TRUMPF, a global leader in the production of machine tools and laser technology, is constantly faced with the challenge of optimizing its customers' production processes and increasing the efficiency of internal development processes. Human-machine interfaces (HMI), i.e. the interfaces for communication between man and machine, are one element of this. In particular, the management and translation of error messages communicated via the user interfaces are crucial for rapid problem resolution and maintaining production processes.

TRUMPF was now reaching the limits of its existing solution: The management of error messages was cumbersome and the translation process for the globally distributed production sites was inefficient. In view of the challenges posed by the limitations of the previous system solution, the company decided to explore an efficient alternative. The priority was to find a solution that would not only improve user-friendliness, but also optimize the translation and distribution processes for error messages. Considering cost and time savings, TRUMPF did not pursue a specific in-house development, but instead sought a modern standard software that could meet their complex requirements without extensive customization. The choice fell on NovaDB from Noxum, a system that is tailored to TRUMPF's needs with its tailor-made functions and customization options.

Advantages for TRUMPF

- Simplification and automation
- Increasing data integrity
- Improving text quality
- Optimizing of the translation processes



TRUMPF Sales and Service Center Ditzingen, Germany. Source: TRUMPF SE

Initial situation and challenges

TRUMPF had various problems in the area of error message creation and management for its human-machine interfaces (HMI). The existing Access database solution was limited in its functionality, which made it increasingly difficult to manage and translate these error messages. This led to increased administrative and maintenance efforts, which in turn affected process efficiency and highlighted the need for a modern, more powerful solution.

Improvement objectives

TRUMPF focused on the following main objectives when realigning the systems for error message management:

- Improved platform: The need to implement a future-oriented and adaptable solution that meets TRUMPF's growing requirements, i.e. enables the management of object dependencies and simplifies data management and the translation process.

- Process efficiency: A central concern was to increase the efficiency in managing error messages to respond to issues more quickly and reduce maintenance times.
- Quality control: Ensuring high standards in the creation and translation of error messages in order to avoid misunderstandings and improve the comprehensibility of the texts.
- Translation management: The optimization of translation processes was a key requirement. The focus here was on reducing internal, manual effort
- Budget optimization: Another objective was the efficient management of resources, in particular with regard to the costs of translating and managing error messages for global delivery.

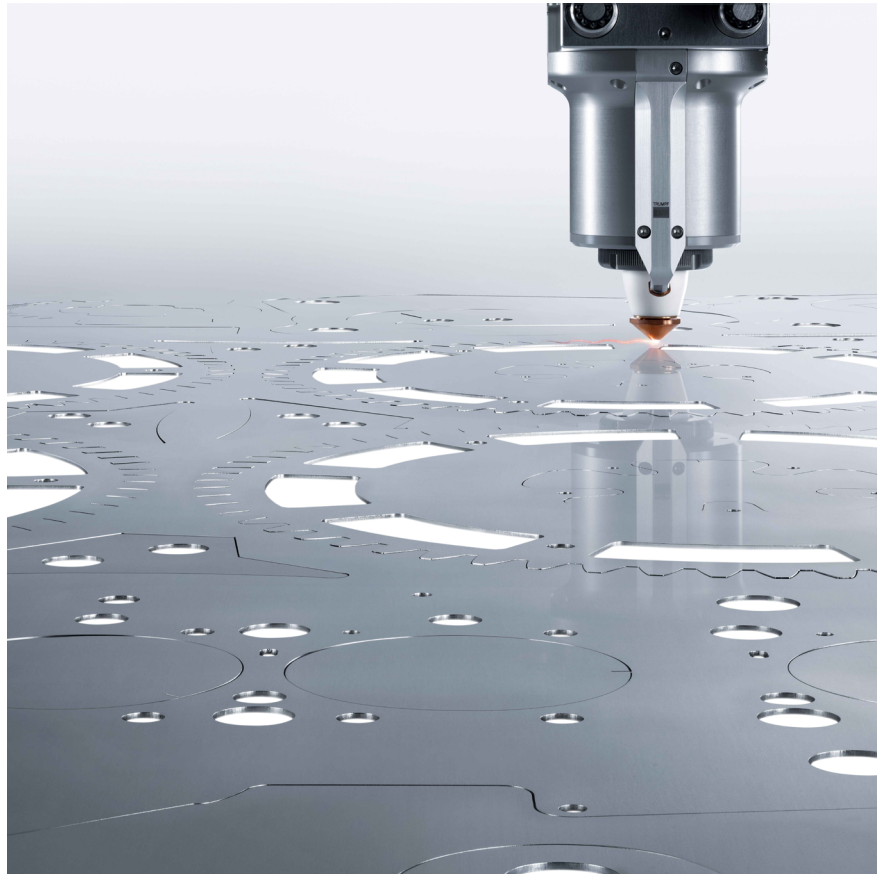
Implementation / Solution

- Implementation of NovaDB: Following the proof of concept, NovaDB was deployed as a highly configurable SaaS solution, eliminating the need for customer-specific programming.
- Optimization of the translation process: Establishment of a simple translation process with automated export and import, supported by a REST API for exporting the texts to the software series versions of a large number of HMI modules.
- Integration of interfaces: Setting up export interfaces to the service information system and the editorial system of the technical documentation in order to make the texts available in other target systems and keep them up to date.

Advantages

NovaDB offers a stable and secure platform for

- high availability and data integrity through robust data management and backup strategies,
- strict access controls and verification mechanisms to ensure data integrity,
- optimized translation and maintenance processes through automation and intuitive user interfaces,
- ensuring text quality through integrated quality controls and the support of professional translation services,
- detailed tracking and allocation of translation costs.



The high-tech company TRUMPF offers manufacturing solutions in the fields of machine tools, laser technology, electronics and power tools. Source: TRUMPF SE

User acceptance

The implementation of NovaDB at TRUMPF has not only brought technical and operational improvements, but also remarkable internal response. The positive experience of the initial user groups has contributed to a growing acceptance and spread of the solution through word of mouth in the various HMI development areas. This organic spread

underlines the user-friendliness and immediate added value of NovaDB, leading to an increasing number of users within the company.

Future plans

TRUMPF plans to expand NovaDB beyond the existing areas of application in order to achieve more comprehensive integration within the company.

Conclusion

The introduction of NovaDB at TRUMPF has significantly improved the management of error messages by addressing specific challenges and making processes more efficient. Users at TRUMPF have recognized the advantages of NovaDB, such as the simplification of work-

flows and the improvement of text quality, and are contributing to the further spread of the solution. NovaDB's flexibility and scalability offers particular advantages for complex corporate structures by enabling the parallel use of different instances on the same servers.

TRUMPF's positive experience with NovaDB can serve as a reference for other companies seeking similar efficiency gains in their internal processes.

Incidentally, TRUMPF carried out the initial data import into NovaDB and parts of the configuration itself. This illustrates the flexibility and user-friendliness of our systems.

Examples for further use cases with NovaDB

Based on the use case of NovaDB at TRUMPF, various use cases can be derived for other industries and areas. Here are some examples:

Production management: Efficient capture, management and translation of maintenance and production logs in production environments.

Customer service and support: Optimizing the management of support tickets and customer inquiries through a central platform.

E-commerce and online retail: Simplification of data transfer, delivery and management of product descriptions, customer reviews and FAQ content in multiple languages.

Application-as-a-Service Toolkit – For Your Requirements

- **Data Platform for eCommerce**
Data conversion/data transformation to create target system-specific data packages (e.g., eShops, online catalogs, BMEcat, and eProcurement systems).
- **ECLASS-Classification**
ECLASS Business Portal – NovaDB No-Code
Simplify ECLASS: More than 800 ECLASS industry packages
- **PXM (PIM and Content Management)**
Manage your product data and assets for multi-channel publishing/multi-channel commerce.
- **Headless CMS and Website Publishing**
Develop, translate, and globally publish flexible object-oriented web content.
- **Notification Manager**
Consolidate messages/user notices from various sources, processes, and applications into a global messaging system or helpdesk.
- **Smart Techdoc Solution**
Headless CMS as Software-as-a Service



- **Media Asset Management (MAM)**
Managing images, videos, media data.
- **Integration of AI**
GPT and DeepL for automated content creation and translation

We look forward to discussing your requirements for the digitalization of your business processes!

Arrange your consultation appointment via info@noxumcom and visit novadb.com!



Noxum GmbH
Beethovenstrasse 5
97080 Würzburg
Germany

Phone +49 931 46588-0
Fax +49 931 46588-599
info@noxum.com
www.noxum.com

© Copyright 2024, Noxum GmbH

Standardized software and individual solutions in the following area

- Technical communication
- Web systems / web portals
- E-Business
- Cross Media Publishing
- Publishing processes
- Product Information Management
- Content Management Systems
- Mobile Web
- Cloud Computing
- Content Delivery
- Digitization of business processes