



MAN TRUCK & BUS

DOCUFY[®]
SUCCESSSTORY

MAN Truck & Bus: COSIMA and DOCUFY Layouter
A success story



COSIMA - The Component Content Management System

COSIMA is the advanced Component Content Management System (CCMS) for your documentation processes that is ready for immediate use and can be adapted to your needs at any time - whether for mechanical and plant engineering, measurement and control technology, medical technology or automotive.

With the CCMS COSIMA, professional writers succeed in capturing their technical communication in the highest quality in a process-optimised manner and publishing it in all languages, formats and target systems.

” Complicated layouts with right-to-left fonts and book spines are ready in no time and information will soon be available on mobile devices via TopicPilot.

Stefan Gobitz-Pfeifer, Department Manager Customer & Service Documentation (SASC) at MAN Truck & Bus

MAN Truck and Bus

MAN Truck & Bus (MAN) is one of the leading European commercial vehicle manufacturers and providers of transport solutions with annual sales of around eleven billion euros (2019). The product portfolio includes vans, trucks, buses, diesel and gas engines as well as services for passenger and freight transport. MAN Truck & Bus is a company of TRATON SE.

MAN Truck & Bus delivered over 104,000 vehicles in 2019. All these vehicles require an operating manual, plus repair instructions for garages and maintenance documentation. The Customer & Service Documentation (SASC) department at MAN Truck & Bus is headed by Stefan Gobitz-Pfeifer and consists of 25 employees. Among other things, they are responsible for ensuring that the 500- to 600-page operating manuals are ready in time for vehicle delivery - in around 30 languages, including „Right-to-Left“ fonts (RTL).

Use of the DOCUFY Suite

Before MAN Truck & Bus decided to use DOCUFY's Component Content Management System COSIMA at the beginning of 2017, the documentation was still being produced in a system developed especially for MAN. The format of the operating manuals is kept in three columns in landscape format A5 for ease of handling and good legibility, which, however, poses great challenges for conventional editing and design systems. Stefan Gobitz-Pfeifer says:

” The layout for the operating manuals always had to be laboriously edited manually. One person spent a week designing and accurately dimensioning the cover pages with book spines

Then:

- Operating manuals in 30 languages - including right- to-left fonts
- Cover pages and spines were created manually in a complex process

Now:

- User manuals are now created with COSIMA enterprise and DOCUFY Layouter
- DOCUFY Layouter automatically calculates the thickness of the book spine based on the paper thickness that is used
- Mobile garage documentation via TopicPilot in planning

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Easily create your own layouts.

Give your publication the finishing touch with the DOCUFY Layouter: The intuitive user interface allows you to create as many layout specifications as you like, manage them and use them for different output layouts. Carry out any individual changes to the title page, document content or header and footer and save them for future use.

Book spine calculation and layout even in Right-to-Left font automated by DOCUFY Layouter

By using COSIMA and DOCUFY Layouter, the operating manuals are now automatically brought into the correct layout and even the cover page with book spines is calculated and created to fit the thickness of the manuals. Gobitz-Pfeifer says: „It is a great relief for my team that this time-consuming custom work is now done by the DOCUFY Layouter. Even the great challenge of creating the operating manuals in „Right-to-Left“ fonts in a layout-compliant manner was excellently solved in close cooperation with the DOCUFY team“.

Mobile garage documentation via TopicPilot in planning

It is planned to offer garage documentation with repair and maintenance instructions for the service technicians via TopicPilot in the future. Operations such as engine replacement or the renewal of lubricants can thus be called up as individual information packages via the After Sales Portal already in place at MAN.

Gobitz-Pfeifer adds:

„ Since the information for workshops will come centrally from COSIMA via TopicPilot, the instructions for the service technicians are always up-to-date. Questions and potential security risks due to outdated information will then belong to the past.



Photo © MAN Truck & Bus

Prospects: Operating instructions in the vehicle display and VR/AR use

However department Manager Gobitz-Pfeifer is thinking even further into the future and is looking forward to the next step in the modernization of his product range: „We are already planning to make our operating manuals available in the vehicle display and as a mobile app. This would further reduce operating costs, protect the environment by saving on paper books and increase user-friendliness“. Gobitz-Pfeifer can also envision the integration of videos or even Virtual and Augmented Reality applications via TopicPilot.

His conclusion about the cooperation:

„ In DOCUFY we have found a service provider on a par with us, with whom we have mastered even the most demanding challenges

DOCUFY develops high-quality software solutions for technical documentation, design, and service. From technology startups to global industrial groups - our more than 900 customers operate in the automotive industry, mechanical and plant engineering, medical technology, and the software sector. Over 140 employees have been contributing to DOCUFY's sustainable success with their expertise for over 25 years.

We offer consulting and development services for our software products in order to customize our standard solutions to the specific requirements of our customers. With the DOCUFY Suite, we have created solutions to tap into the potential of company-wide information and deliver it to specific users. From design to maintenance - throughout the entire product life cycle: **Excellent Information. Everywhere.**

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