

Efficient Versioning and Reporting at a global life science company

Customer: Maxime Sorre

Industry: Pharmaceutical

Video Interview: <https://www.youtube.com/watch?v=8SshBtoUf30>

Original Article: <https://componize.com/case-studies/efficient-versioning-reporting-componize-ccms-case-study/>

Improved
Efficiency

Enhanced
Accuracy

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Maxime Sorre - R&D Writer

A subsidiary of a global leader in pharmaceuticals and chemicals has leveraged Componize CCMS to enhance their technical documentation processes.

Maxime Sorre, an R&D writer at this market leader, shares his insights on how Componize has streamlined versioning, change management, and reporting within their technical writing team.

About Maxime Sorre

Maxime Sorre is an experienced technical writer with a background in scientific research. He has been in the company for five years, primarily focusing on manuals related to water purification technologies.

Maxime's expertise spans DITA, scientific writing, water chemistry, and municipal water engineering. His unique combination of scientific knowledge and technical writing skills allows him to bridge the gap between complex engineering concepts and clear, accessible documentation.

Componize CCMS

Componize CCMS (Component Content Management System) is a software that streamlines the production of technical documentation, allowing companies to easily author, maintain, translate and deliver content on several channels.

Challenges

Before adopting Componize CCMS, this market leader faced several challenges in their documentation process:

- Managing multiple versions of documents manually, leading to inefficiencies and potential errors.
- Coordinating contributions from a diverse team of writers and subject matter experts (SMEs)
- Ensuring compliance with international standards for documentation, particularly ISO formats.
- Handling the complexities of profiling and branching for different product variations.

Solution

Componize CCMS provided this market leader with a comprehensive solution to these challenges. Maxime and his team utilized the following features of Componize:

Versioning:

- **Automatic Version Control:** Componize's automated version control for topics and DITA maps ensured that all changes were tracked efficiently. Each new version was automatically saved, reducing the risk of losing critical updates.
- **Manual Versioning for Final Documents:** While topic and DITA map versions were automated, the final document versions were managed manually. This hybrid approach allowed for precise control over published content.

Collaboration and Branching:

- **Topic-Level Collaboration:** Multiple writers could work on individual topics simultaneously, requesting permission to overwrite and upload new versions as needed. This facilitated seamless collaboration within the team.

- **Profiling and Branching:** For documents with significant variations, Maxime used profiling sparingly. If more than 15% of the content varied, creating a new topic was preferred over extensive profiling.

Reporting and Traceability:

- **Version History Documentation:** Internally, detailed version histories were maintained, including dates and key changes, using the ISO date format. This history was accessible to internal stakeholders for audit purposes.
- **Audit Capabilities:** In case of an audit, Componize enabled tracing of changes, including who made specific edits and when, enhancing accountability and compliance.

Benefits gained with Componize CCMS

The adoption of Componize CCMS brought several benefits to the company:

- **Improved Efficiency:** Automated version control and centralized collaboration tools significantly reduced the time and effort required to manage documentation.
- **Enhanced Accuracy:** Precise version tracking and detailed version histories minimized errors and ensured consistent, high-quality documentation.
- **Streamlined Audits:** Comprehensive audit trails provided clear visibility into document changes, simplifying compliance with industry standards.
- **Effective Collaboration:** The ability to collaborate in real-time improved communication and feedback processes among team members and SMEs.

Conclusion

Maxime Sorre's experience demonstrates the power of Componize CCMS in transforming technical documentation practices. By automating version control, facilitating collaboration, and enhancing reporting capabilities, Componize has enabled this market leader to produce accurate, compliant, and high-quality documentation efficiently.

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Maxime Sorre, R&D Writer