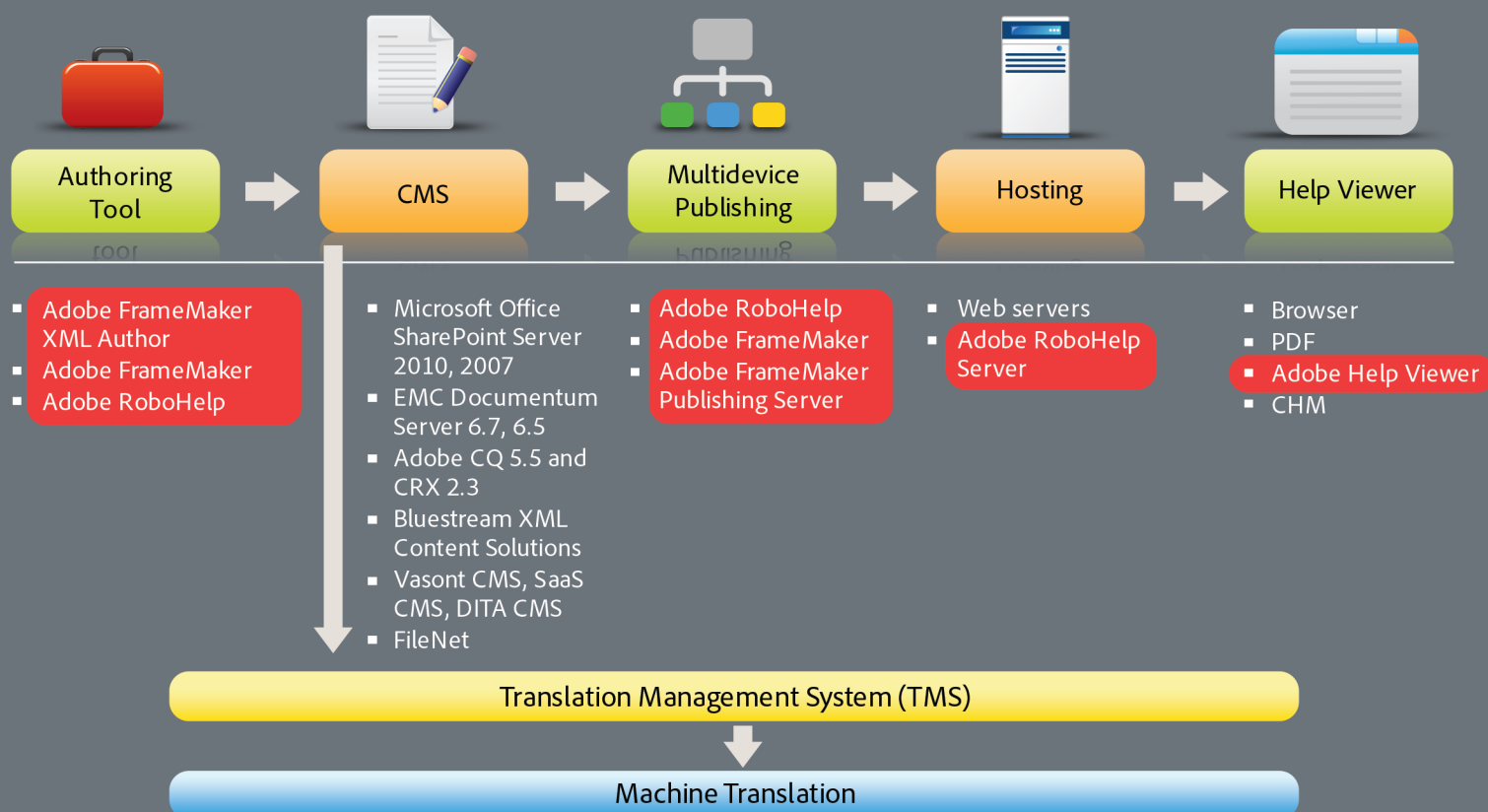*Adobe Technical Communication Suite 5 is an integrated toolkit that streamlines your technical communication workflow. Author XML/DITA content intuitively with Adobe FrameMaker 12. Enrich it with demos, quizzes, and videos using Adobe Captivate 7 and Adobe Presenter 9. Collaborate seamlessly via multi-platform PDF-based reviews and integration with CMSs and cloud storage. Deliver virtually anywhere using the best-in-class mobile and desktop publishing capabilities of Adobe RoboHelp 11.*

An end-to-end publishing solution from Adobe makes technical documentation easy for Acme Limited

Joe Pereira of Acme Limited efficiently authors and publishes documentation to multiple devices

This use case scenario features a fictitious company, Acme Limited, to explore how Adobe's Technical Communication solution meets the challenges faced by technical communicators.

Joe Pereira, a technical writer at Acme Limited, is faced with the challenge of constructing the user manual for Acme's newest addition to their inventory of gadgets. While promoting readability is a big challenge, executing the task as an end-to-end workflow requires even greater effort. To smooth the way, Joe uses the feature-rich technical documentation tools from Adobe which streamline the entire documentation workflow.

Authoring Tool	CMS	Multidevice Publishing	Hosting	Help Viewer
■ Adobe FrameMaker XML Author ■ Adobe FrameMaker ■ Adobe RoboHelp	■ Microsoft Office SharePoint Server 2010, 2007 ■ EMC Documentum Server 6.7, 6.5 ■ Adobe CQ 5.5 and CRX 2.3 ■ Bluestream XML Content Solutions ■ Vasont CMS, SaaS CMS, DITA CMS ■ FileNet	■ Adobe RoboHelp ■ Adobe FrameMaker ■ Adobe FrameMaker Publishing Server	■ Web servers ■ Adobe RoboHelp Server	■ Browser ■ PDF ■ Adobe Help Viewer ■ CHM

Translation Management System (TMS)
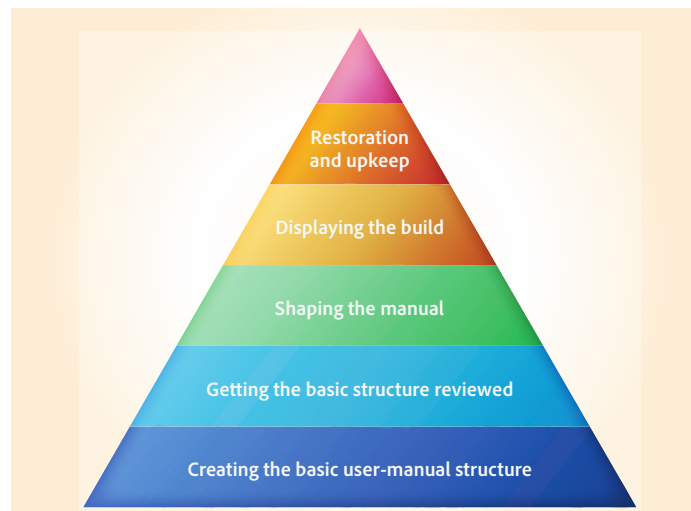
Machine Translation

Creating the basic user-manual structure

Joe had to collect the data for the manual from different departments and this wasn't easy. People from these departments gave him information in Microsoft Word, Excel, QuarkExpress and Adobe PageMaker documents. To put this content together, Joe had 3 options:

1. Adobe FrameMaker Author XML
2. Adobe FrameMaker
3. Adobe RoboHelp

Joe settled on Adobe FrameMaker to effortlessly assemble the chapters and edit the information.

Getting the basic structure reviewed

He then created a PDF file—enabled for commenting using Adobe Acrobat¬ for subject-matter experts to provide inputs. This feedback was easily incorporated into the source document using Adobe FrameMaker even while other reviewers gave their comments.

Shaping the manual

On finalization of the manual, a PDF file was generated and sent out for printing.

Making the user manual available online

Acme Limited needed to makes its manuals available online to reach out to all its users. To do so, Joe could use Adobe FrameMaker that enabled conditional publishing or he could use Adobe FrameMaker Publishing Server to take advantage of its automated batch publishing feature. Alternatively, Joe could use Adobe RoboHelp to publish online content one task at a time and then host it on Adobe RoboHelp Server through the RoboHelp client. The RoboHelp client allowed mobile publishing in formats like EPUB 3, KF8 and MOBI formats, and RoboHelp Server allowed segregation of content into protected and public sections.

Joe had yet another user-manual to be made and did not have the time to release the content batch-by-batch. So, he selected FrameMaker Publishing Server to release the content.

Restoration and upkeep

In accordance with the processes at Acme Limited, Joe was expected to optimize the help content based on user needs. Thus, Joe leveraged the reports available on RoboHelp Server to analyze frequently viewed content, most searched items, and so forth on the online help content. (Another method he could have used for the same purpose was publishing the user manual in Adobe AIR Help format, and then aggregating the user comments and ratings on topics on RoboHelp Server.) Based on feedback, Joe refined the document in FrameMaker and republished it in the desired formats.

Thanks to the smooth integration among all Adobe technical documentation tools, Joe can continue to easily update and republish his manual using the same streamlined workflow.