congility
content with agility

DITAweb
Serving Content with Agility

Your intelligent content, delivered smarter

DITAweb takes your content to a whole new level for a truly personalized, seamless customer experience that leverages your DITA content to the maximum.

About DITAweb

DITAweb is a solution designed to enhance user experience, enabling collaboration and intelligent delivery of structured content. It eliminates the need to browse through large documents for relevant content.

Today's customers expect self-service information, DITAweb's capabilities mean users can at last benefit from the intelligence of your source content by finding information quicker.

Customers can receive personalised and relevant content based on their situation. This might include products, role, device and location. They can easily find and be guided to related information.

DITAweb is available as *Deliver*, *Deliver+*, *Knowledge* and *Review* with SaaS or on-premise options.

Integrate with the DITAweb API

DITAweb's REST API enables integration with core systems (such as CRM, PLM and web CMS), mobile devices, and software for online or embedded help. DITAweb's easily accessible analytics provide insight into trends about your content.

By integrating with your CCMS, authors can automatically publish to DITAweb. They can manage review comments within their authoring environment. Support for source control systems such as GIT and SVN also allow your content to be easily published.

DITAweb *Deliver*

Dynamically deliver content to any device using the configurable responsive user interface with the following features:

- Automatic filter management utilizing embedded metadata.
- Use your taxonomy to create template-based navigation.
- Basic user and content analysis
- Publish from DITA CCMS or GIT/SVN repository.

DITAweb *Deliver+*

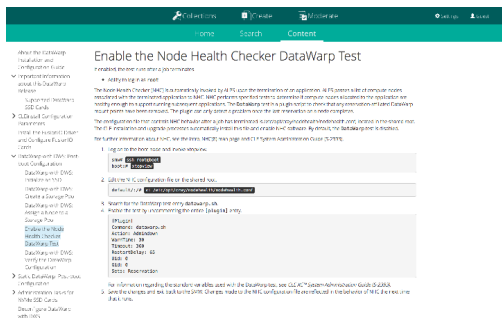Building on *Deliver*, *Deliver+* adds:

- Collections for saving and repurposing favourite content.
- Commenting allowing users to provide feedback and make notes.
- User registration and login allowing you to control who can see what content.
- Integration with SSO, CRM or other user portals.
- Enhanced user and content analytics.

DITAweb *Knowledge*

Alongside the features of *Delivery+*, DITAweb *Knowledge* offers the ability to create content directly in the system. This flexible solution allows for support staff to create and publish content quickly. For example, troubleshooting topics, FAQs or articles can be easily created and immediately published into DITAweb *Knowledge*.

DITAweb *Review*

DITAweb *Review* provides real-time collaboration for an unlimited number of internal or external users. The task-based approach to the review process allows reviewers to comment on content, approve maps or topics and collaborate with others.

Congility – content with agility

Content has agility when it is meaningful, optimised for business and user goals, reusable, portable and accessible. At Congility we are dedicated to providing solutions for the publishing and intelligent delivery of structured content. With many years of experience in XML content technologies our solutions enhance your customer's experience by maximising the agility of your content delivery.

Keeping control over the design process

When design and flexibility is required to create an output there is nothing better than getting a designer to do what they do best. IdXML helps designers work with complex DITA content without compromising their creativity.

What is IdXML

IdXML is a plugin for the DITA Open Toolkit that creates a simplified structured document ready to import into Adobe InDesign.

Designers often find it difficult to import complex DITA content into their templates, preferring a simplified XML that can be mapped to their specific, and often changing, designs. IdXML provides a more flexible approach allowing content to be mapped to one or more content "story" that can flow through an entire document. With support for text and image variables, content can be easily mapped to specific areas of a layout.

A benefit of this approach is that designers stay in control of their templates at all times.

Map tags to styles

Tags in the IdXML output can be mapped to design elements in a template. This includes paragraph, character, table and object styles.

For example, a single piece of metadata can be mapped to a text frame used in a header. Or an image can mapped to a graphic frame that is automatically resized by an object style – perhaps a logo or product image. Or maybe it's the entire document.

What can it do?

Adobe InDesign can be used to create more than just printed output. It is also a powerful tool to create reflowable and fixed-layout ePubs, interactive PDFs, integrate with Adobe Digital Publication Solution and much more.

Customers are using IdXML to create a variety of outputs from content within the DITA CCMS, including:
- datasheets
- specifications
- pharmaceutical package inserts
- product user guides
- fixed layout ePubs

Scripting

Adobe ExtendScript provides a powerful scripting language to help automate the process of laying out a document by simplifying repetitive tasks. For example, resizing tables and graphics, performing complex designs or automatically inserting a table of contents or index.

So whilst IdXML is not designed to offer a fully automated publishing solution, scripts can be used to help designers when required.

Keeping control

Once content has been imported into Adobe InDesign designers can keep control over the layout of their work. If the source DITA content changes, an updated IdXML output can be reimported into an existing design without always having to start from scratch.

Services

When needed Congility can help designers get started using IdXML. This might include assisting to prepare a template for use with IdXML, or to develop scripts to help automate certain processes.

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