

Customer Success Story



„Harris Corporation chose XPLM Publisher for development of technical documentation with DITA requirements. The product provides useful functionality and is a plug-in to our Agile PLM system which enables management of content. System set-up, configuration and training were clear and easily performed.“

MARY LANDERS,
ENGINEERING IT

THE CUSTOMER

Harris Corporation is an American communications company, and leading technology innovator.

THE PROJECT

Introduce XPLM Publisher at Harris Mission Networks.

THE CHALLENGE

Integrate XPLM Publisher in a highly-customized Oracle Agile PLM environment.

ABOUT THE CUSTOMER

Harris Corporation is a leading technology innovator, solving customers' toughest mission-critical challenges by providing solutions that connect, inform and protect.

Harris supports government and commercial customers in more than 100 countries and has approximately \$6 billion in annual revenue. The company is organized into three business segments: Communication Systems, Space and Intelligence Systems and Electronic Systems.

Harris Mission Networks is a business unit of the Electronic Systems segment and provides communication and information systems support global air traffic management (ATM) operations worldwide.

CUSTOMER CHALLENGES

Harris Mission Networks creates large documentation for customers in global ATM and the Federal Aviation Administration (FAA), using the DITA XML framework.

DITA is an open standard to break down content into single topics and combine them in so called maps. Due to the format-neutral data in XML, one can publish the same content into different output formats, such as PDF or HTML.

At this point, the creation of technical documents at Harris Mission Networks was completed without the support of a Content Management System (CMS).

Daily problems like: not having content under version and revision control; manual file handling; no control over content re-use and the inability to search for content, has motivated the customer to look for an integrated DITA solution with their Oracle Agile PLM system.

CUSTOMER REQUIREMENTS

Apart from the desired content management functionality in Oracle Agile PLM, the following requirements were brought to XPLM:

- Full DITA support, including filtering and output creation to PDF
- Free metadata definition for content objects
- Support of Agile user groups and LDAP directories
- Individual workflow allocation for approval cycles
- One customized PDF output as per FAA requirements

PROJECT PHASES

- The project started with an initial workshop with the customer, to demonstrate XPLM Publisher and to gather and prioritize the customer's requirements;
- In the next phase, the customer's complex PLM environment was analysed and the XPLM integration solution customized to meet their needs;
- The next phase included the integration into the PLM test system, the training of the end users and the customer acceptance tests;
- Finally, XPLM assisted the customer in the migration of legacy content and go-live tasks.

PROJECT CHALLENGES

The real challenge on this project was the provision of the customized PDF layout, as the FAA's specific layout requirements had to be met. The vast majority of these many requirements could be realized to the customer's satisfaction.

CUSTOMER BENEFITS

With XPLM Publisher, the customer has gained an integrated CMS with Oracle Agile PLM – their main product management system. All DITA files and graphics are now stored in the PLM system under version and revision control.

By using XPLM Publisher as their main authoring tool, the users can continue to write in DITA but are now better supported in their day-to-day work:

- Each object is uniquely identified
- Where-used queries show how objects are referenced
- Metadata search allows for quick content retrieval and reuse control
- Existing workflow functionality in Oracle Agile can be used to release content
- The customized publication routine produces PDFs without the need for manual rework
- Product documentation is now supported by wellproven
- PLM processes

ABOUT XPLM

XPLM is a globally operating PLM solution provider specializing in integrating applications, processes, data and information for optimum cross-domain collaboration between engineers. With its unique portfolio, XPLM integrates leading PLM, MCAD, ECAD, SysML, ERP, Office, Requirements Management and ALM/software tools.

For more information, visit www.xplm.com.

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