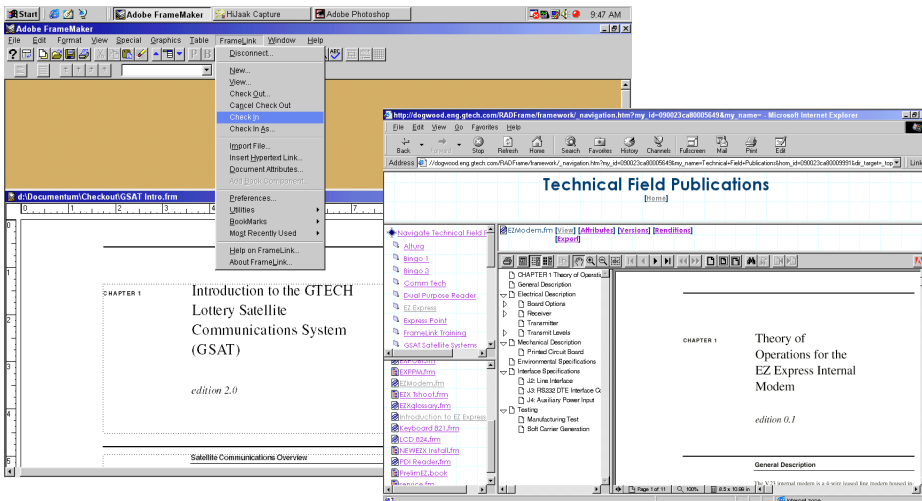# GTECH Corporation

Adobe Acrobat, Adobe FrameMaker, and Documentum Software Enable GTECH to Create and Deliver More Product Documentation Faster

Adobe® Acrobat®
Adobe FrameMaker®

To support an integrated, collaborative document production process, GTECH's technical manuals are authored in Adobe FrameMaker, "checked in" to a Documentum EDMS where they are converted to PDF using Adobe Acrobat, and made available for review via the corporate intranet. Completed documentation is then also made accessible to field staff and customers in PDF on the company's Web site.

Key Benefits

- Quick, easy access to product documentation helps guarantee customer satisfaction.

- GTECH's use of Adobe and Documentum software is expected to reduce document production costs by as much as 50 percent.

- GTECH shaved weeks off the creation of new product materials and streamlined the management of existing documentation.

- The quality of GTECH documents has improved.

- Adobe FrameMaker supports modular document development, allowing GTECH to mix and match chapters to create manuals tailored to each customer's unique needs.

- Book-building features within FrameMaker simplify the creation of GTECH manuals by automatically numbering chapter pages, captions, and illustrations.

- Online delivery of GTECH's publications speeds customer access to materials by eliminating shipping delays.

It's a safe bet that the lottery terminals at your neighborhood store come from GTECH Corporation, the world's leading manufacturer of online lottery products and services, serving 29 states in the U.S. and 49 international customers.

To help ensure that the terminals operate without a glitch, GTECH provides extensive product documentation up front and delivers timely updates to customers worldwide. "Distributing thorough, up-to-date product information keeps customers happy and saves money by minimizing support issues," says David DeAngelis, manager of point of sales systems education at GTECH. "For that reason, we streamlined document creation and distribution with a powerful enterprise publishing system built on Adobe Acrobat, Adobe FrameMaker, Documentum's Enterprise Document Management System (EDMS), and Documentum FrameLink software."

Hitting the Jackpot

For GTECH, the document authoring challenge lies in creating and delivering documents that are not only tailored to each customer's system—no two installations are alike—but also customized for different audiences, including end users, field technicians, and engineers. To further complicate document creation, GTECH designers continually reengineer products to ensure that the latest technologies are always available.

With all these variables, the best approach for GTECH was to keep product documentation modular—an important factor in the company's decision to standardize on Adobe FrameMaker. Documentation is created as each part of a machine is developed, and product guides are assembled only after customers order a system. "FrameMaker let's us mix and match chapters to create manuals tailored to a customer's order," says DeAngelis. "Without it, we would spend days re-creating books for each new order; instead we assemble custom manuals in minutes."

A GTECH product manual, for example, might have 12 chapters and be 300 pages long. Custom manuals are created by selecting relevant chapters from a pool of more than 50 standard chapters stored in a central database. As manuals are assembled, book-building capabilities in FrameMaker automatically renumber chapter pages, captions, and illustrations to reflect their location in the newly created book. In addition, FrameMaker generates indexes and tables of contents instantly, eliminating the time, expense, and possible inaccuracies of having employees produce this information manually.

A noticeable feature of GTECH manuals is the use of numerous color photos, all of which FrameMaker imports by reference. "FrameMaker not only makes it easy to create graphically rich manuals, but also streamlines the maintenance of these documents," explains DeAngelis. As soon as one part of a terminal changes, GTECH staff simply finds the photo or illustration and replaces it with a new one. FrameMaker automatically changes the image in every place it appears, which might be in hundreds of documents. "It's almost impossible to update that many documents manually without overlooking files. FrameMaker ensures these mistakes don't happen."

A Gateway to Enterprise Publishing

Creating product guides or updating existing documentation requires close collaboration among GTECH's 38 technical writers and hundreds of subject-matter experts worldwide. DeAngelis points out that in the past routing chapters for review and tracking versions were difficult, especially considering that GTECH has more than five gigabytes of product information online.

"It was like walking on egg shells whenever you opened a document on the server," says DeAngelis. When reviewers or writers accessed materials directly, folders with crucial images or chapters might get deleted, breaking links

to other documents. If that happened, the staff spent hours re-creating information or looking for the most current paper copy. "We had to find a way to protect the integrity of master files," he explains, "while giving employees and customers better access to documents."

"FrameMaker lets us mix and match chapters to create manuals tailored to a customer's order. Without it, we would spend days re-creating books for each new order; instead we assemble customer manuals in minutes."

—David DeAngelis
Manager, Point of Sales Systems Education
GTECH

By combining Adobe FrameMaker and Adobe Acrobat with Documentum FrameLink and Documentum EDMS, GTECH solved its problems. With a couple of mouse clicks, FrameLink pulls FrameMaker files into a Documentum EDMS; interprets internal links; translates document location IDs; and imports book files, chapters, and all referenced files. Documentum AutoRender Pro then uses Adobe Acrobat to render the FrameMaker files in Adobe Portable Document Format (PDF). The resulting PDF files are made available over the intranet and contain the same bookmarks, article threads, and hypertext links that appeared in the original FrameMaker documents.

Fast, Efficient Document Delivery

DeAngelis describes Adobe PDF as the ideal format for publishing product information online. First, materials delivered in PDF look exactly like the originals, guaranteeing that complex illustrations and images remain unchanged. Second, the compact PDF files

travel quickly across the Internet and are available to anyone using the freely available Acrobat Reader. And third, annotation features in Acrobat allow hundreds of GTECH subject-matter experts to mark up documents electronically and return edits to a central staff of technical writers.

"Previously, we might have 30 people editing paper copies—and then sending edits back to a very confused, overwhelmed writer," DeAngelis explains. "By distributing drafts in PDF and having reviewers tag edits within a file, technical writers can integrate feedback from people in hours, instead of days."

Adobe PDF also provides the added benefit of giving GTECH a platform and application-independent file format for delivering finished documentation to field staff and customers. Product guides and user manuals that previously took a week or longer to arrive by mail can now be downloaded in seconds via the Web from anywhere in the world.

GTECH's use of Adobe FrameMaker, Adobe Acrobat, and Documentum software has shaved weeks off the development of product materials, improved the management of existing information, and is projected to reduce document production costs by as much as 50 percent. "We create documents faster with zero time to distribution," concludes DeAngelis, "and end up with documentation that is more extensive and accessible than ever."

GTECH Corporation
Systems At-A-Glance

Software
Adobe Acrobat
Adobe FrameMaker
Adobe Illustrator®
Adobe Photoshop®
Adobe Premiere®
ATM® Deluxe
Documentum FrameLink
Documentum Enterprise Document
Management System (EDMS)
Microsoft® Windows® 98 and Windows NT®

Hardware
Pentium® processor-based PCs