



ReadSoft

www.readsoft.com

Industry

Technology

Challenges

- Enhance help content review processes
- Tap into end-user product knowledge
- Deliver more current help content

Solution

ReadSoft is using Adobe RoboHelp 8 to provide more useful help content, improve content reviews, and extend its user communities by publishing its help systems as Adobe AIR® applications.

Results

- Connected end users with help content authors
- Created a greatly improved help content review process
- Provided pathway for delivering regular help updates
- Developed a rich community of novice and expert users

Systems at a glance

- Adobe Technical Communication Suite 2. Components used include:
 - Adobe RoboHelp 8
 - Adobe Captivate 4
 - Adobe Acrobat 9 Pro Extended
 - Adobe Photoshop CS4
 - Adobe FrameMaker 9

ReadSoft

Document process automation leader leverages Adobe® Technical Communication Suite 2, including Adobe RoboHelp® 8, to enrich help content and extend user communities

Pushing software documentation to the limits

ReadSoft, a leading global provider of software solutions for enterprise document process automation, helps companies automate document-driven processes such as accounts payable processing, document capture, document sorting, and order to cash. Headquartered in Helsingborg, Sweden, ReadSoft is a global enterprise with operations in 15 countries on 5 continents, a network of more than 300 local and global partners, and more than 6,000 customers.

ReadSoft is known for pushing the limits of document process automation, but innovation doesn't stop with its business software. The company's Technical Communications team is equally driven to stay on the cutting edge of software technologies, leveraging tools that enable its information developers to deliver superior documentation and exceptional end-user experiences. For more than a decade, the team has depended on Adobe RoboHelp and Adobe Acrobat® software for its documentation projects, which today include approximately 400 pieces of content such as user guides, configuration guides, installation guides, help files, training presentations, and videos. More recently, the ReadSoft Technical Communications group upgraded to Adobe Technical Communication Suite 2.

The upgrade gave the team access to Adobe RoboHelp 8 and added Adobe FrameMaker® 9, Adobe Captivate® 4, Adobe Acrobat 9 Pro Extended, and Adobe Photoshop® CS4 software to its arsenal of tools for authoring, managing, reviewing, and publishing its content. ReadSoft was especially interested in taking advantage of new graphics, video, and eLearning capabilities available in the integrated suite of tools. In addition to using the many powerful capabilities offered by the Adobe Technical Communication Suite 2 toolset, the team is discovering the significant benefits of using RoboHelp 8 to publish help systems as Adobe AIR applications.

Using Adobe RoboHelp 8 and Adobe AIR, the ReadSoft Technical Communications team provides users with access to its help systems both inside and outside the web browser. These advanced Adobe AIR applications offer capabilities which improve internal help content review processes, expand end-user communities, and enhance help content. "Adobe RoboHelp 8 empowers us to deliver more impactful help content and in the process, improve the usability of our products," says Jason Nichols, information developer and trainer on the ReadSoft Technical Communications team.

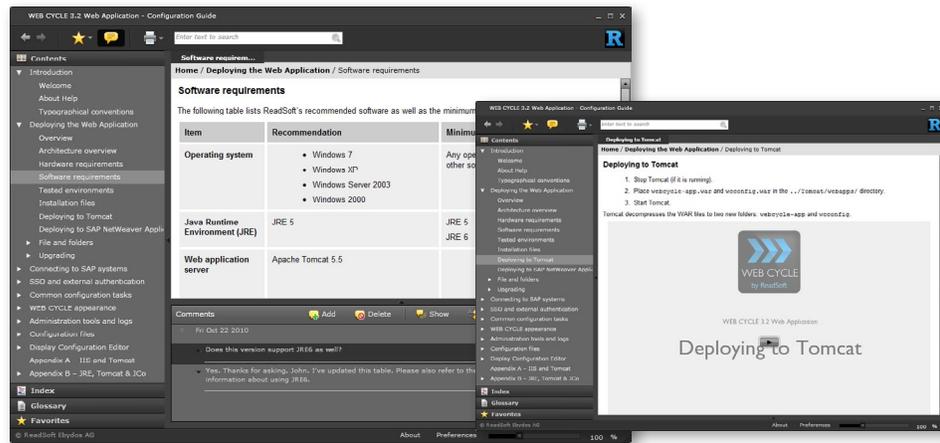
Tapping into user community insight

ReadSoft information developers are focused on reaching end users in an informative way. The Technical Communications team also understands that the user community is itself a knowledgeable, informative group. By delivering help systems as Adobe AIR applications, ReadSoft can spark powerful conversations among product users, and between users and ReadSoft authors.

Using Adobe RoboHelp 8, ReadSoft information developers can include a commenting mechanism that allows end-user communities to share product knowledge, tips and tricks, and more—similar to a discussion board or blog. Users can search through comments based on topic, date, and other variables to easily locate relevant commentary.

"The combined body of knowledge among our users is enormous," says Nichols. "By using Adobe RoboHelp and delivering our help systems as Adobe AIR applications, we can tap into end-user knowledge and make it available to everyone. And our authors and product experts can be more responsive to our users. It's a big step forward."

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Jason Nichols
Information developer and trainer,
Technical Communications, ReadSoft

For internal help content reviews, Adobe RoboHelp and Adobe AIR have taken the ReadSoft Technical Communications group from using a static Microsoft Word peer review form to leveraging a fluid, integrated approach to conducting reviews. The team previously circulated a peer review form numerous times among writers and reviewers, collecting individual comments, questions, and responses in a tabular format.

Using Adobe RoboHelp 8 and Adobe AIR, authors can integrate all topic comments from all reviewers dynamically throughout a review cycle. Authors can add their own comments and questions directly in the help, triggering a response from the reviewer. “Our help review process is more interactive and efficient with help developed using Adobe RoboHelp and Adobe AIR, because we can provide a discussion forum for authors and reviewers,” says Nichols. “This drives more useful, higher-quality help content for our users.”

Keeping content current

The Adobe AIR capabilities also benefit users by giving them access to the latest version of help content through the RoboHelp auto-update feature. When authors update existing help content, they can automatically distribute the content to users without having to wait for the next product release. Minor revisions can be pushed out via a web server and major changes via an application update. Users download the updates upon receiving an alert when they access the ReadSoft solution.

“We update approximately 150 documentation artifacts twice a year with each product release,” notes Nichols. “When we distribute Microsoft .CHM help files, the help content is out of our control until our next release. Using Adobe RoboHelp 8, we can publish help updates straight to a web server as we develop them, so updating help is a more dynamic process, and our users can depend on more dynamic help content.”

Making help more helpful

ReadSoft remains driven to meeting end-user expectations in today's fast-paced Web 2.0 environment, and counts on Adobe solutions to help it engage with users in a meaningful way. Delivering its help systems as Adobe AIR applications generated using RoboHelp 8, ReadSoft can offer a more engaging, interactive experience for users who depend on its products for a competitive advantage.

With advanced features such as commenting and auto-update functions, Adobe RoboHelp 8 and Adobe AIR are helping to build communities which contribute to the development of richer, more useful help content. “Instead of one help content author, Adobe solutions give us access to hundreds and even thousands of authors who collectively possess a powerful body of knowledge about our software,” says Nichols. “Our users, Technical Communications team, and business as a whole all benefit from Adobe RoboHelp authoring innovation.”

For more information
www.adobe.com/products/technicalcommunicationsuite



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