

TSS Software Corporation

TSS Software Corporation reduces technical publishing burdens while improving the customer experience with Adobe® Technical Communication Suite 2 software

TSS Software Corporation

www.iwanttss.com



Industry

Technology

Challenges

- Improve the quality and accuracy of customer communications
- Produce both web- and desktop-based help from a single source
- Decrease resources required to deliver webinars

Solution

- Online and desktop-based documentation and white papers
 - Web-based seminars
- TSS uses Adobe Technical Communication Suite 2 to produce help documentation and sales support materials such as white papers and on-demand online seminars.

Results

- Improved document quality, supporting the company's commitment to excellence
- Streamlined publishing of online and desktop support materials
- Reduced time spent reformatting materials
- Decreased resource consumption
- Improved customer convenience by delivering webinars on demand

Systems At A Glance

- Adobe Technical Communication Suite 2. Components used include:
 - Adobe FrameMaker
 - Adobe RoboHelp
 - Adobe Captivate
 - Adobe Acrobat® 9 Pro Extended

Commitment to excellent products—and support

TSS Software Corporation (TSS) is a leading provider of software for real estate title, settlement, and abstracting companies. In a recent October Research Corporation Title Technology Survey of Independent Title Agents, TSS's flagship TitleExpress software system achieved the highest ratings in overall customer satisfaction, ease of learning and use, value, technical support quality and availability, and delivery of products in an increasingly electronic environment.

The company's commitment to excellence extends to its user support content. TSS is fastidious about protecting its brand as well as the look and feel and effectiveness of its materials. At the same time, the company seeks to develop and publish content as efficiently as possible. In a constant search for new and better ways to communicate with prospective and existing clients, TSS relies on Adobe Technical Communication Suite 2, including Adobe FrameMaker®, Adobe RoboHelp®, and Adobe Captivate® software.

“With Adobe Technical Communication Suite 2, we've improved the quality of our final communication products—a major priority for the company. We've also increased the accuracy of support content and strengthened customer relationships,” says Support Specialist Amanda Sadeghin.

Easing creation of extensive documentation

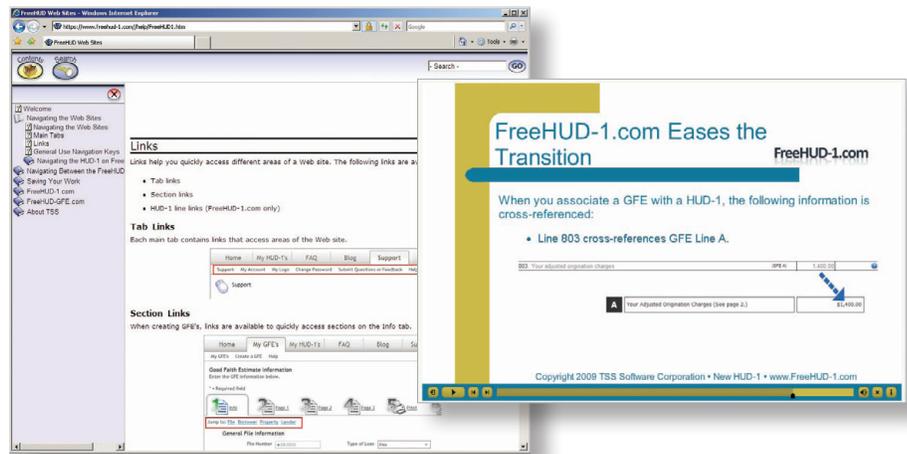
The company's TitleExpress software supports the entire real estate transaction process, from scanning and indexing documents to abstracts and reporting, which calls for a sizeable software solution with multiple functions. TSS's documentation spans the gamut: quick-start guides, how-to documents, user guides, and knowledge base articles.

At TSS, user support materials were traditionally published both as Adobe PDF files as well as electronic help files in CHM format. The company output support content from RoboHelp to CHM files. Support materials were also output to Microsoft Word, and subsequently to Adobe PDF. At each stage, document specialists had to change headers, footers, and page breaks, check for widows and orphans, and verify other formatting details before the document was ready to be generated in either CHM or Adobe PDF.

Due to the size and complexity of the TitleExpress software suite, there were always unexpected changes in content, causing document specialists to continually repeat the cumbersome formatting process. Now, the company creates a single source of materials in Adobe FrameMaker, and then outputs once to Adobe PDF for print or online delivery, saving time and improving information accuracy.

“Because of the size and complexity of our software suite, there are always unexpected changes at release time,” says Sadeghin. “The ability to generate output directly from FrameMaker to Adobe PDF is huge time-saver for us. Using Adobe products, I can be sure that the output doesn't need to be repeatedly checked for formatting oddities.”

TSS relies on Adobe Technical Communication Suite 2—including Adobe FrameMaker, Adobe RoboHelp, and Adobe Captivate software—for its user support materials. With content in FrameMaker to draw from, the company is moving to a web-based help solution. Adobe Captivate is used to create webinars to demonstrate particular product features.



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Amanda Sadeghin,
Support specialist,
TSS Software Corporation

More accurate help, a more professional image

TSS has significantly streamlined online help using Adobe solutions. Traditionally, the company used Adobe RoboHelp to create CHM files delivered to users’ desktops. But now, with content in FrameMaker to draw from, the company is moving to web-based help, which points to files on the Internet that are easy to maintain from a central location.

The option to generate web help makes a significant difference for developers. They can point to where the help file lives on the web, and the task is complete. Document specialists can make extensive changes to the file as long as the linkage remains stable. The biggest benefit is the ability to change help content mid-release.

“I love having the ability to go back into the help files to fix a mistake or add content customers want,” says Sadeghin. “I don’t have to wait for another release. I can simply make the update, then and there. It means more accurate help and presents a more professional image for the company.”

Better customer relationships

On the sales side, TSS produces white papers and online product demos using Adobe Technical Communication Suite 2. The company uses Adobe Captivate software to create 30- to 45-minute webinars to demonstrate particular product features. Previously, the webinar content was presented live, on a regular monthly schedule. With Adobe Captivate, the webinars are recorded and published on the site.

This new method of presenting product features has several advantages. One direct advantage is the time savings associated with setting up and presenting live webinars. The technical details that took time—everything from noise reduction to the presentations themselves—and the cost of web conferencing services have been reduced or eliminated.

“Being able to create and deliver webinars online using Adobe Captivate is extremely useful,” says Sadeghin. “Customers can watch the videos on their own schedule, and rewind and review whatever they want multiple times. Instead of tying up the time of two staff members on an ongoing basis, the new process of creating webinars takes one person one week to create a video, and then it’s out there doing its job.”

Projecting a professional image

Looking to the future, TSS intends to embed short videos directly into help files to supplement help topics and demonstrate specific feature uses. All the while, the company can be certain it is protecting its professional brand.

“With Adobe solutions, we can publish with confidence, without worrying about formatting changes or errors,” says Sadeghin. “Compared to how we worked before, the savings and brand enhancement are significant.”



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