

# DAIMLER

## User Support System for Daimler AG

### Customer Bio

Daimler AG is a leading supplier of premium passenger cars and the world's largest manufacturer of commercial vehicles. With its strong brands and comprehensive portfolio of automobiles, from compact cars to heavy-duty engine trucks which are completed by tailor-made services along the automotive value chain, Daimler is active in nearly all countries in the world.

### About the project

**Daimler's new global buying system GLOBUS has provided the company with efficient organization of procurement processes all over the world.** In order to ensure fast and comprehensive education and ongoing support of system users, Daimler decided to develop and implement a special user support system.



**After five months of intense cooperation with Daimler's teams, \*instinctools introduced the required help and support system to the GLOBUS user community.** The final solution covered all main aspects of editing and authoring processes by providing an efficient and comfortable environment for the content creators, editors and publishers.



## Challenge

**The main requirements for the system were its transparent structure and easy-to-use interface,** which would allow users in various countries to use materials describing GLOBUS functioning. Besides, the system had to be compatible with the technology which GLOBUS itself was built on.

When looking at the other side of the process, it was necessary to organize a proper environment for multiple global content creators and translators which would streamline timely, consistent and reliable creation and delivery of the information.

## Solution

**From the beginning, it was clear that the system would have to serve a distributed international community;** therefore, analysis had to be focused on a localization strategy in order to provide proper possibilities for content localization into multiple languages and in a multi-country environment.

As Daimler editors had already started creating documentation, \*instinctools helped to migrate already existing parts of the user manual into the [go:xDoc]-based help and support platform.

It was decided that the solution would be built on the pre-packaged version [go:xDoc] of \*instinctools' GateOne framework. (More information about GateOne framework, see [here](#)).

We analyzed required document structures, discussed them with the Daimler team to ensure proper understanding, and implemented them in [go:xDoc].

## Client Testimonial





“ Daimler’s new Global Buying System GLOBUS has now an effective web-based help function and user support. We have chosen \*instinctools’ innovative GateOne solution because it satisfied our needs in terms of multilingual content, flexibility and scalability. ”


**Uwe Funk**  
Manager ITM/PSE –  
Procurement Systems Daimler AG

## Key Features

### For content creators, editors and publishers:

 **a single sourcing content repository** and separation of the content from its layout, freeing authors and editors from unnecessary work


 **well-structured workflows** enhance real-time collaboration of global teams and simplify the process of content creation and localization


 **the transparent structure of existing content** decreases information redundancy and improves content consistency


 **compliance with corporate standards ensures** that presentation of information is similar in all types of published media

 **the new architecture ensures** that localized content is consistent and conveys the information as originally intended


### For GLOBUS users:


 **content-sensitive help function** provides users with complete and timely information by simple F1-clicking

 **easy and effective search functions** offer easy search and retrieval of existing information

 **web-based system** allows asking questions online and receiving fast replies

 **training materials** become easily accessible from any place at any time

 **automated publishing** allows the converting of content into any preferred digital format without any sophisticated technical knowledge

 **easy search** decreases dependency on the availability of the system expert and makes users more willing to use available materials