



Interaction of iiRDS and DITA

Specialization does the trick



HC HOMAG

YOUR SOLUTION

Machine manufacturer HOMAG on his way to Information 4.0

Project manager on customer side



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HOMAG: Automated into the future

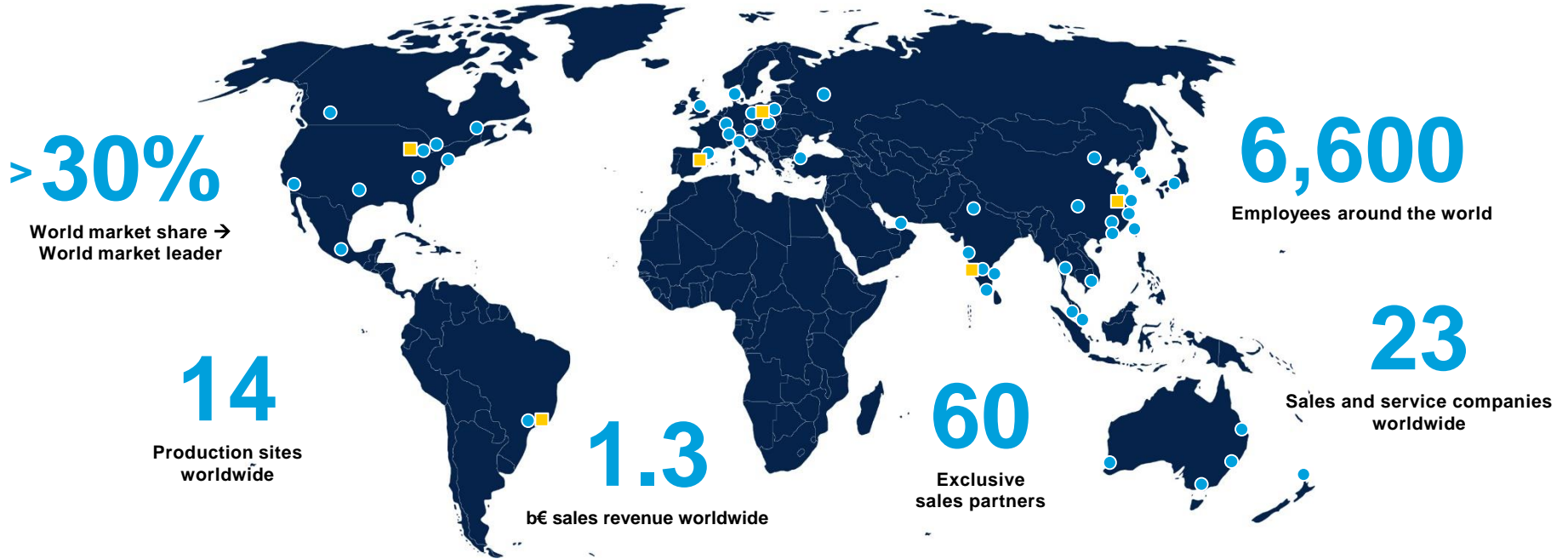
Partner of the industry



- HOMAG is the global partner of the woodworking industry with leading machines and plants, complemented by groundbreaking digital solutions.
- Our product portfolio guarantees a future-proof industrial production with its modular structure and its high-ranking degree of automation.

HOMAG Global Player

Our production, sales and service network





DTS / IDS C-REX



Digital Transformation Service



Convert any to any



Information Extraction



Information Delivery Service



Content API based on iiRDS

c-rex.net GmbH opens the way to the digital world of technical documentation with its data services [c-rex.net DTS](#) and [c-rex.net IDS](#).

Our customers value our many years of expertise in system integration, automation and data structuring.

Initial Situation and Objective

Initial Situation

- HOMAG uses FrameMaker with DITA to create technical information.
- Assembly-oriented documentation is created in the form of topics that are assigned to a machine or component of a machine.
- The document management system integrated in SAP is used for document management.
- You can read how this works in the [Adobe HOMAG Success Story](#) or in the [c-rex.net blog post](#).

Initial Situation and Objective

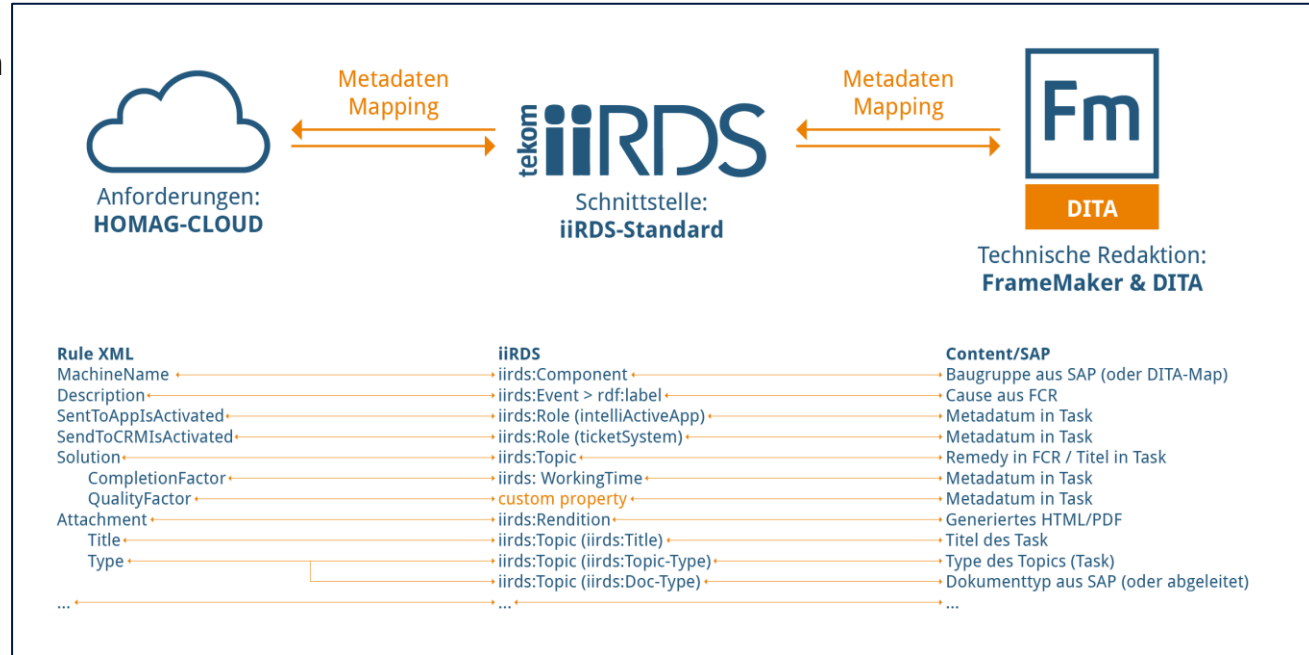
Objective / Task

- The objective was to load data packages with suitable information into the HOMAG Cloud and link them to the machines.
- Machine operators and service technicians should be informed about problems on a machine via the HOMAG ServiceAssist App and be presented with the appropriate information immediately and without having to search for it themselves.
- To this end, the HOMAG developers delivered in an interface definition which metadata should be supplied from the technical documentation.

Approach to the solution and steps to success



- Because the task involved the exchange of information between two different systems, namely the **technical documentation** contained in SAP and the **HOMAG machines**, it was obvious to look in the direction of **iiRDS**.
- Therefore, we mapped the list of required metadata against iiRDS. It turned out that there were only a few requirements that were not covered by iiRDS.



Steps to success

iiRDS customization and DITA specialization

First step: Using docking points and custom properties in iiRDS

- For everything that could not be easily mapped in iiRDS, we used the so-called docking points in the iiRDS standard. These are used to store metadata from other standards (e. g. ECLASS) or custom structures for products and assemblies.
- In the targeted cloud solution, the QualityFactor should provide information on the percentage of success a solution proposed in the service app has had with other users.
- This quality factor is not defined in iiRDS. We have therefore added a custom property for this and thus extended the iiRDS standard.

Steps to success

iiRDS customization and DITA specialization

Second step: Use of specialized DITA topics

In the next step we checked what needed to be changed in the existing DITA editing environment. Let's take a look at the DITA structures that were available in the HOMAG documentation. There are already two [specialized topics](#).

- [HomagFCR](#) (Fault Cause Remedy) derived from the standard topic type "Troubleshooting".
- [HomagTask](#) derived from the standard topic type "Task".

We have extended these two specialized topic types in such a way that the authors of fault descriptions can, on the one hand, define the required metadata and, on the other hand, establish relationships via links in the "Remedy" to the solutions.

The DITA/iiRDS solution in practical use

Effects on the work of technical editor

- Technical editors create their content in their FrameMaker environment as usual.
- As a new extended task, technical editors must now additionally define metadata in the prolog of the DITA topic.
- The structure of the “error description” topic type **HomagFCR** has changed. Action steps that describe the remedy for an error (fault) are no longer described directly in this topic as before, but as a cross-reference to a task topic.

The DITA/iiRDS solution in practical use

Extension of Publication Process

- The publication process had previously served different publication channels, providing XLIFF, PDF, control files for the machine and training slides, among others.
- We have extended the process so that an iiRDS package is generated for the document type "Troubleshooting" and stored in SAP in addition to the other information on a module-specific basis.
- The HOMAG serviceAssist retrieves the information from SAP, where the iiRDS package is stored for the respective assembly, and imports it to the HOMAG cloud, where the corresponding access and forwarding to the app and the CRM system is then regulated.

Results and Benefits

Retrieval of suitable information on mobile devices



- The user receives suggested solutions on the tablet or smartphone.
- The information displayed is based on an iiRDS package that contains PDF and HTML content for the machine operator that relates precisely to the fault on the machine and provides possible solutions.

[Watch the video about the HOMAG ServiceAssist on Youtube](#)



Conclusion and summary

Keys to success

Keys to success were the following features of the HOMAG authoring and publishing environment:

- Assembly-related documentation using DITA
- Specialization of DITA Topics
- Use and extension of iiRDS

