

## Information, Documentation, Knowledge, Training: Develop and implement customized solutions.

*From the first idea right up to dependable, long-term support*

Relevant information and documentation constitutes a storehouse of knowledge which is of vital significance to almost any company. The progressive permeation of the working world with digital technologies and media opens up possibilities in working with this content which were inconceivable just a short time ago:

- Making all the most current information available,
- Linking of information from different areas, e.g. descriptive documentation with spare-parts catalogues with ordering systems, etc.,
- Distributed use of the information over data networks, locally limited to world-wide,
- 100% data consistency for multiple use through practical data organization and management,
- Simple reuse of available information for new projects,
- Automated use of information for various forms of publication, e.g. for print, CD-ROM and Internet.

The use of available knowledge data is also obvious in company publications. On the Internet, on CD-ROM or printed on paper, the position of the company can be quickly seen by every customer or business partner. In addition to pure information, the interactive media requires a smooth functionality which combines technical precision with speed and easy use.



**ROHDE & SCHWARZ**



### Customized ...

The development of company-specific solutions is of fundamental importance in creating documentation and product information using modern tools.

There is a wide range of "ready-made" solutions: They are found under headings such as "editorial systems", "content management", "knowledge management", "information management" etc.

Such solutions are seldom exactly suited to the conditions in which they are to be used.

Often, they lack functionality: the solutions do not fulfil the expectations.

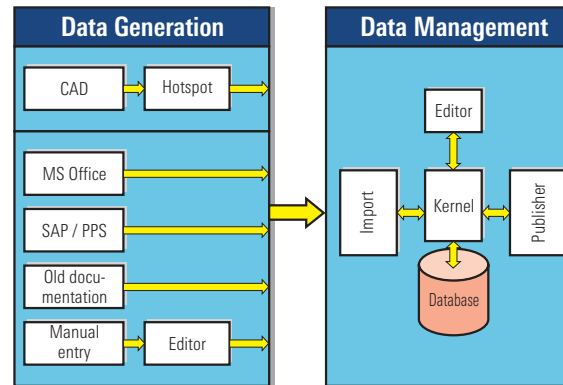
Or they are over-dimensioned: for manageable tasks, overloaded systems are offered which financially, too, bear no practical relation to the task. And last, but not least, the performance of daily tasks becomes an obstacle course, while customer care is a foreign word.



### ... and with support

We at Rohde & Schwarz Service Center in Cologne work on the principle that we give our customers customized and dependable support:

- with thorough analysis of their actual requirements,
- with selection, procurement as well as customization and integration of the necessary software,
- with the installation of the solution for the customer on-site,
- with training of the users,
- and if desired, even with active support, for example, in the creation of intelligent documentation or spare-parts catalogues. Whether it is just for a pilot project or as long-term assistance.



### Analysis of your real needs

We find the best solution for you, which can be incorporated into your corporate culture and harmonized with the processes you have already instituted. No fundamental restructuring is necessary. This way, you avoid employee dissatisfaction.

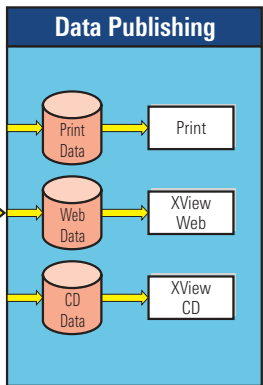
Because we know: successful cooperation in the field of documentation and product information requires the finding and implementing of an operating procedure which corresponds to your requirements in every detail.

Thus, it may be practical in the long-term to create your documentation yourself, in your own company. Right there, where you know that the knowledge of your products and services is accessible.

## Pragmatism with system: Adapting to existing processes and data bases

One of the main tasks while modernizing the operating procedures of documentation and product information management is to use existing material, or keep it useful in the simplest way possible. The complete re-creation of your documents in a special data format is just not worthwhile. Instead, it

must be carefully decided where a conversion of information is really practical and how the additional functionalities of e.g. interactive electronic technical documents (IETD) can be most effectively implemented.



### Modularity

We at Rohde & Schwarz Service Center, Cologne can implement an optimal adaptation to your particular requirements. And with justifiable expenditure, too, because

- a) we have extensive know-how in all the current possibilities of electronic information processing and therefore will find the adequate means and medium for you, and
- b) we offer a wide portfolio of electronic tools and aids which can be modularly installed and arranged, and if necessary, customized to suit your exact requirements.



### Manpower

We support you in the implementation of your aims in the fields of documentation, information and training with our experienced

- Engineers
- Programmers
- IT specialists
- Technical editors
- Translators
- Technical designers
- Graphic designers and
- Design engineers

Our specialists have the target-oriented thinking, precise work and the necessary knowledge to create solutions for you which will fulfil your requirements.

The experience and know-how of our employees is a result of

1. the work we do with our parent company which has over 5000 employees world-wide,
2. the extensive palette of services in the Service Center Cologne, with servicing and repair, calibration, development and customization of software, systems integration and much more,
3. long experience as service providers during the implementation of numerous projects in a wide range of fields.

Our work in standards organizations, joint ventures with leading global companies and our own extensive research and development work as well as teaching and learning at high schools and universities always guarantees us and therefore you the current technical level, which also guarantees knowledge for the future.

### Experience in information processing

Last but not least, our solutions are practical because we put them into practice at the Rohde & Schwarz Service Centre Cologne. And using this experience, we can support you with regard to content during the actual implementation of your projects. It does not matter



whether it is one-time or for a longer term.

We guarantee that the documentation created by us conforms to all the required norms, guidelines, regulations and laws and thus guarantee safety for employer and user. Worldwide. For example, with

- the EU guidelines for
  - machines
  - LV
  - EMC
- the ISO and VDI standards
- the DIN regulations
- the product liability law



Certified Quality System  
**ISO 9001**  
DQS REG. NO 1607-01

We "live" with these obligatory laws and regulations. We can

immediately incorporate changes into your documentation.

## Where we can support you

### Documentation

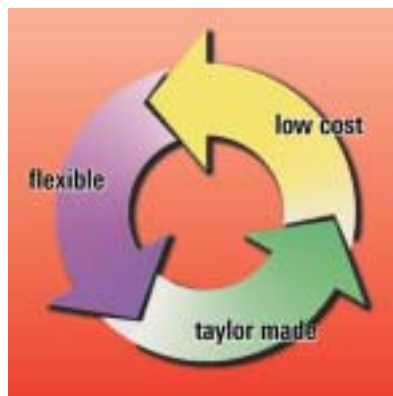
- Structure concepts
- Operating manuals
- Servicing manuals
- Repair manuals
- Troubleshooting manuals
- Instruction cards
- Operating instructions
- Time schedules and time schedule reviews
- Technical manuals in accordance with all current guidelines
- Technical drawings
- Prospectuses and brochures
- Technical data sheets
- Program controlled input/print-out of modular documents
- Checking of existing documentation for adherence to norms and guidelines

### Localization/Languages

Even country-specific customization taking into account cultural aspects is in good hands with us. Because we know: There is more to finished product information than the correct translation of technical terminology. Therefore, we incorporate all areas into the conversion. Native speakers translate technical information into all the target languages you require. The texts are converted by professionals and simultaneously proof-read. The result is the best clarity and a

secure, exact translation of your information. Such quality is appreciated in the countries of export.

We work in Czech, Danish, Spanish, French, Finnish, Greek, Russian, Hungarian, Italian, Norwegian, Dutch, Portuguese, Polish, Swedish, Slovakian, Turkish.



### Data organization and Management

Data collection  
Data conversion  
Matrix design  
Modularization  
Archiving  
Version management  
Programming of search functions



### Training

Project-related employee training is as much our job as is general instruction in the latest technical developments. In addition to introduction to the practical aspects of the systematic creation of documentation and information processing, we offer advanced training seminars on topics such as UMTS, networking technology, Bluetooth, wireless LAN, and many more, right up to complete re-training.

### Logistics

- Logistics concepts
- Material conservation concepts
- Servicing concepts
- Spare parts inventory concepts
- Device itemization plans
- Integrated logistic support
- Illustrated spare parts catalogues in accordance with all current guidelines
- Electronic spare parts management
- Material lists
- 3-D illustrations
- Circuit wiring diagrams
- Design drawings in accordance with DIN
- Spare parts procurement and redevelopment

