

FAQs – frequently asked questions

- What is Multi-Level Documentation?

Until now, companies have only used roughly 20% of the technical documentation that they create. By upgrading technical documentation to a new level of value creation, companies can finally start using their data throughout the business. After all, this data is relevant to many areas of a company: for sales employees, assembly employees, customer service, and marketing and construction departments. Technical documentation represents a company's knowledge pool and is the data that makes it run. Our mobile publication platform TopicPilot makes this information available online and offline, 24/7, anywhere in the world. We deliver software solutions for the provision of information at multiple levels – that is what we mean by Multi-Level Documentation.

- What is an Information Space?

An Information Space is a place where all company-relevant information is intelligently organized. Professor Ziegler's PI Classification method assigns individual information units and their variants an unambiguous address. This makes it possible to locate it accurately and efficiently, plus it opens the door to automatically generating product-specific information on a case-by-case basis and publishing it in various media.

- What is PI Classification?

Developed by Professor Wolfgang Ziegler, the head of the information and content management master's program at Karlsruhe University of Applied Sciences, this classification model provides a structure for the modular recording of information. The dimensions "product" and "information," and their division into the categories "intrinsic" (determined from within) and "extrinsic" (determined from outside), are at the heart of this approach:

	Intrinsic	Extrinsic
"P" as in "product"	Product's function structure	Model/variant
"I" as in "information"	Type of information	Where-used list

Source and additional information: www.pi-mod.de

- What is the difference between COSIMA go! and COSIMA enterprise?

Our standard Component Content Management System (CCMS) **COSIMA go!** lets you get started right away. This sophisticated ready-to-use writing system is ready to go right out of the box and can be adapted to your needs anytime. The standardization of the documentation process is ideally designed for industries that manufacture different models of a wide range of standard products, such as the mechanical and plant engineering, instrumentation and control engineering, medical technology, and software sectors.

COSIMA enterprise is a freely configurable platform that can be used to support the implementation of very specific CCMS requirements. It is particularly well suited for clients who already have optimized processes and/or their own information model, but need a software option that supports these processes in the best possible way. Because it makes it easy to configure customer-specific information models, companies such as Siemens, Daimler, Viessman, and many more use COSIMA enterprise. Existing data and data structures are simply migrated. The system is scalable to practically any dimension, plus the open interfaces are future-ready and can be expanded.

- Do I have to choose a solution in advance and stick to it? What happens if our requirements change?

Many clients first decide to start using COSIMA go! – a ready-to-use industry solution for creating technical documentation. COSIMA go! remains an excellent solution, even if their Content Management System (CCMS) requirements change or grow. That is because COSIMA go! can be expanded, and because switching over to COSIMA enterprise, with new customer-specific functionalities and/or information models, is possible at any time.

- What does the documentation process entail?

The documentation process entails the planning, design, creation, translation, and publication of technical documentation. Our COSIMA software supports you in this process step by step, helping you create efficient, professional, and legally compliant documentation. Our team of advisors is happy to support you in optimizing your in-house processes accordingly.

- What is TopicPilot?

TopicPilot is an out-of-the-box solution for publishing company-wide information on mobile devices, the intranet, or on the Web the easy way. This mobile publication platform allows you to make a wide range of information and sophisticated documents immediately available on mobile devices – without a time-consuming and expensive IT project. TopicPilot is available as a cloud solution. It consists of server software, a Web application, and native apps that run on various mobile operating systems, such as [iOS](#) or [Android](#), and the corresponding devices. Thanks to a powerful full-text search, TopicPilot works with your current data, regardless of the platform, and can be used right away.

- What is DOCUFY Machine Safety?

DOCUFY Machine Safety is a special software package for creating risk assessments for CE marking according to the EU's Machinery Directive. This standard software provides such comprehensive support for the entire risk assessment process that creating legally compliant risk assessments is easy and fast.

- What is software as a service (SaaS)?

The **software as a service (SaaS)** model is a part of the bigger cloud computing concept. SaaS lets you use a provided software application online as a sort of service. We also offer you the

use of our COSIMA Content Management System (CCMS) through the SaaS model. As a result, you can access COSIMA online by using a secure https connection, without technical obstacles. Instead of paying for software licenses, you pay for use, plus we take care of things such as the configuration, maintenance, and regular updating of software for you.

- Does DOCUFY also provide advice and support?

Customer service isn't just a buzzword to us. We provide training, advice, and support for all our software solutions. Once a year, we also invite our clients to the DOCUFY User Meeting in Bamberg. This three-day event offers you intensive training opportunities and a glance at our clients' best-practice solutions, as well as a chance to get to know us and other clients face-to-face.

- What does this logo mean?



Multi-Level Documentation

Our philosophy, along with everything we do, is guided by three main principles:

COMPLY

Our software solutions always organize documentation processes in such a way that they fulfill legal requirements and industry standards.

SIMPLIFY

Our innovations always aim to simplify and speed up our clients' processes.

MULTIPLY

We leverage a wider range of relevant content in terms of its potential value and benefits better than others.

- Is DOCUFY a reliable partner?

We have been specializing in Content Management System (CCMS) for technical documentation for almost 20 years, and we are constantly growing. Small businesses, medium-sized enterprises, and major corporations put their faith in our expertise and years of experience. What's more, we are ready for the future and have a solution in store for the industry of tomorrow: Multi-Level Documentation.

Want to know more? Then take a closer look at our strategy, our products, and our references on <http://www.docufy.de/en>.

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