

SUCCESS STORY

Viessmann Group

COSIMA enterprise

„With COSIMA enterprise, we have greatly reduced the amount of time and costs that our technical documentation entails.“



Markus Schauberer,
Head of Content Management and Writing
at the Viessmann Group



Viessmann
headquarters in
Allendorf (Eder)
Source: Viessmann
Werke GmbH & Co. KG

- Company-wide standardization of documentation processes
- Seamless integration of external content managers, writers and subsidiaries within German-speaking countries
- Optimized translation workflow and integration of translation service providers through the company's own web-based interface
- Exchange of information and data through SAP interface
- Use of technical documentation in smartphone app and online ordering system

The Viessmann Group is one of the world's leading manufacturers of heating, industrial and refrigeration systems. Founded in 1917, the family business employs 12,000 people and generates EUR 2.25 billion in annual group turnover. Viessmann has a strong international focus with 23 production divisions in 12 countries, subsidiaries and representations in 74 countries and 120 sales offices worldwide. The company generates 54 percent of its sales outside Germany.

Viessmann was using the Interleaf software until 2003 to prepare technical documentation for its wide range of heating, industrial and refrigeration systems. "The documentation process was extremely time-consuming and prone to errors due to having to typeset manually," says Markus Schauberer, Head of Content Management and Writing at Viessmann.

The company therefore began looking for an alternative solution for its technical documentation needs. Different software solutions were compared using a multilevel matrix of various selection criteria. One of the key criteria was a fully automatic layout function for generating standardized documents. Viessmann was also looking for a solution with uniform document structures, a clearly organized document management system and an efficient translation management setup. "We opted for COSIMA enterprise from DOCUFY GmbH from Bamberg as a result of the analysis. During the test phase, which lasted about a year, the DOCUFY writing system proved that it meets the majority of our criteria," Schauberer says.

COSIMA enterprise has been in use at Viessmann since February 2004. Today, technical documentation from the Viessmann brand is produced in Allendorf and at other sites and subsidiaries of the Viessmann Group in German-speaking countries with the writing system that can be used worldwide. The software first underwent custom configuration and was tailored to the processes at Viessmann, which included specific add-ons and an individual translation workflow, for example.

Significant cost reduction and higher quality for technical documentation

The switch to the individually tailored writing system has paid off at Viessmann in a number of ways. "By using COSIMA, we have drastically reduced the amount of time and costs that our technical documentation entails. Above all, this is due to the high degree of automation and the standardization of the documentation processes," Schauberer says.

Thanks to COSIMA enterprise, technical documentation at the Viessmann Group now has a more uniform structure. The software also makes it easier to integrate external content managers and writers, such as those at the Berlin site. The software ensures that uniform standards are observed, even with external providers of translation services.



A test stand on a production line for wall-mounted gas boilers at corporate headquarters in Allendorf (Eder)
Source: Viessmann Werke GmbH & Co. KG

Linguistic diversity under control

The Viessmann Group generates more than half of its sales abroad and has production sites in 11 countries. This means that handling the different languages at Viessmann is a major challenge, which makes it one of the focal points in working with the writing system. "All documents have to be translated into several languages, which of course puts special demands on translation management," Schauberer says. COSIMA enterprise makes it possible to integrate external translation agencies directly into the workflow through the company's own web-based interface. In addition, COSIMA has a number of other functions that make preparing technical documentation much easier.

"We have been relying on COSIMA for our technical documentation for more than ten years. During this time, we have come to know and appreciate DOCUFY as a reliable and professional partner," says Markus Schauberer in summary.