



Delivery-First Approach: The Key to Faster ROI in Content Projects

Today's speakers



Fabrice Lacroix

CEO and Founder Fluid Topics

Serial entrepreneur and a technology pioneer with 25 years of experience in developing solutions based on search technology, content enrichment and AI.



Karsten Schrempp

CEO and Founder PANTOPIX

Over 25 years of experience in developing and implementing customized solutions for technical communication.

Fluid Topics Content Delivery Platform

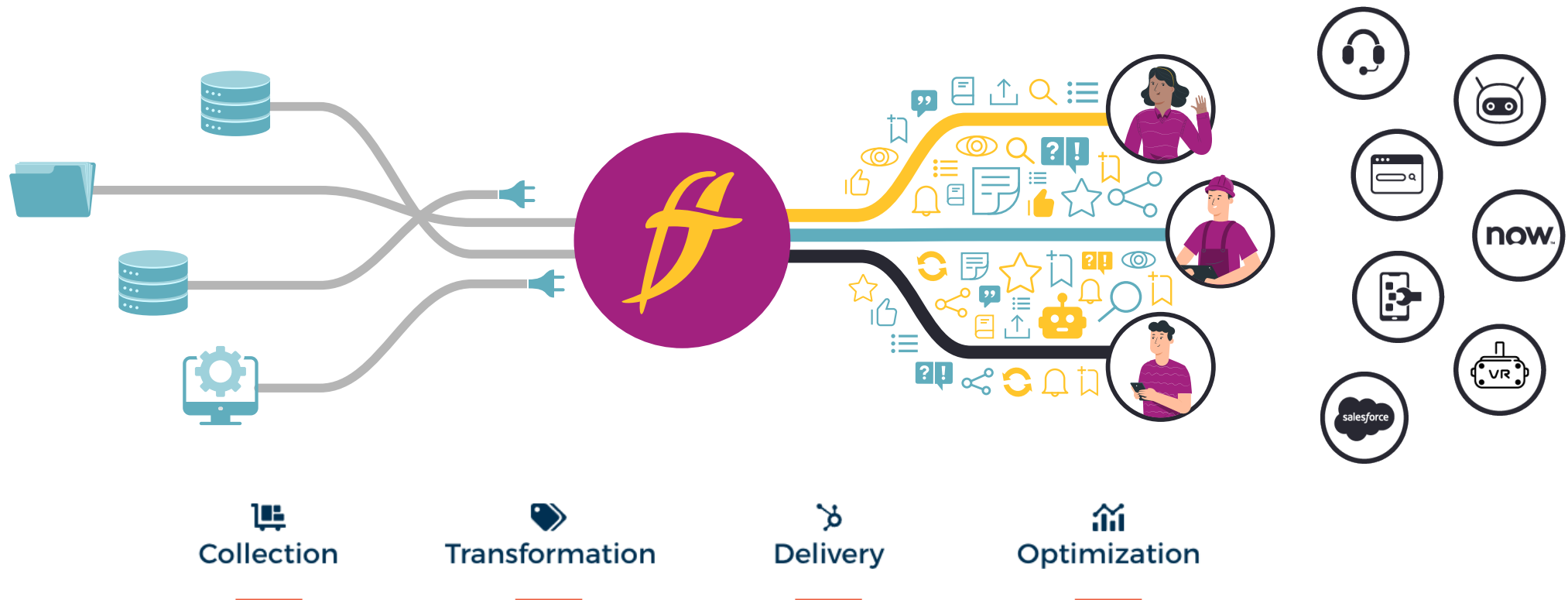
AI-Powered Content-as-a-Service

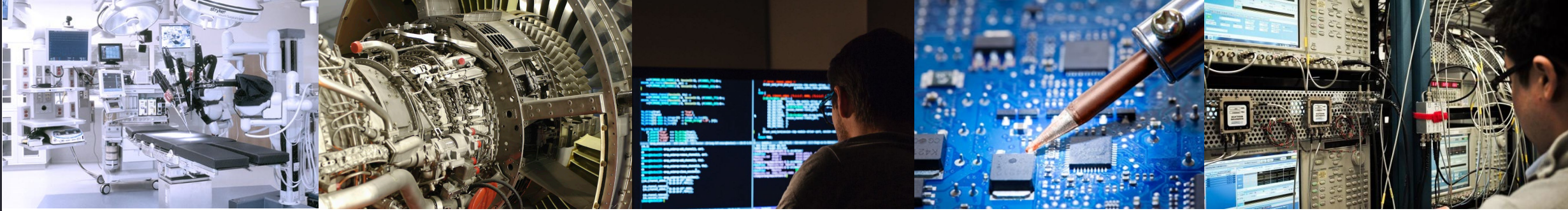
Ingests any type of existing documentation

Creates a semantic Knowledge Repository

Delivers fine-grained contextual information

to all digital touchpoints





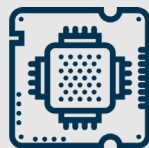
Our mission is to help **tech industries** achieve true digital transformation in **customer support** and **field service** operations



Software vendors



Network & Telco equipment



Electronics Hardware



Machine tools



Medical devices



Bank Finance Insurance



Aeronautics Space Defense

They have chosen Fluid Topics

teradata.

VISA

Johnson
Controls 

SIEMENS


workday®

AMD 

KONE

LIEBHERR

 ANALOG
DEVICES

 paloalto®
NETWORKS


Diagnostics

ThermoFisher
SCIENTIFIC

talend

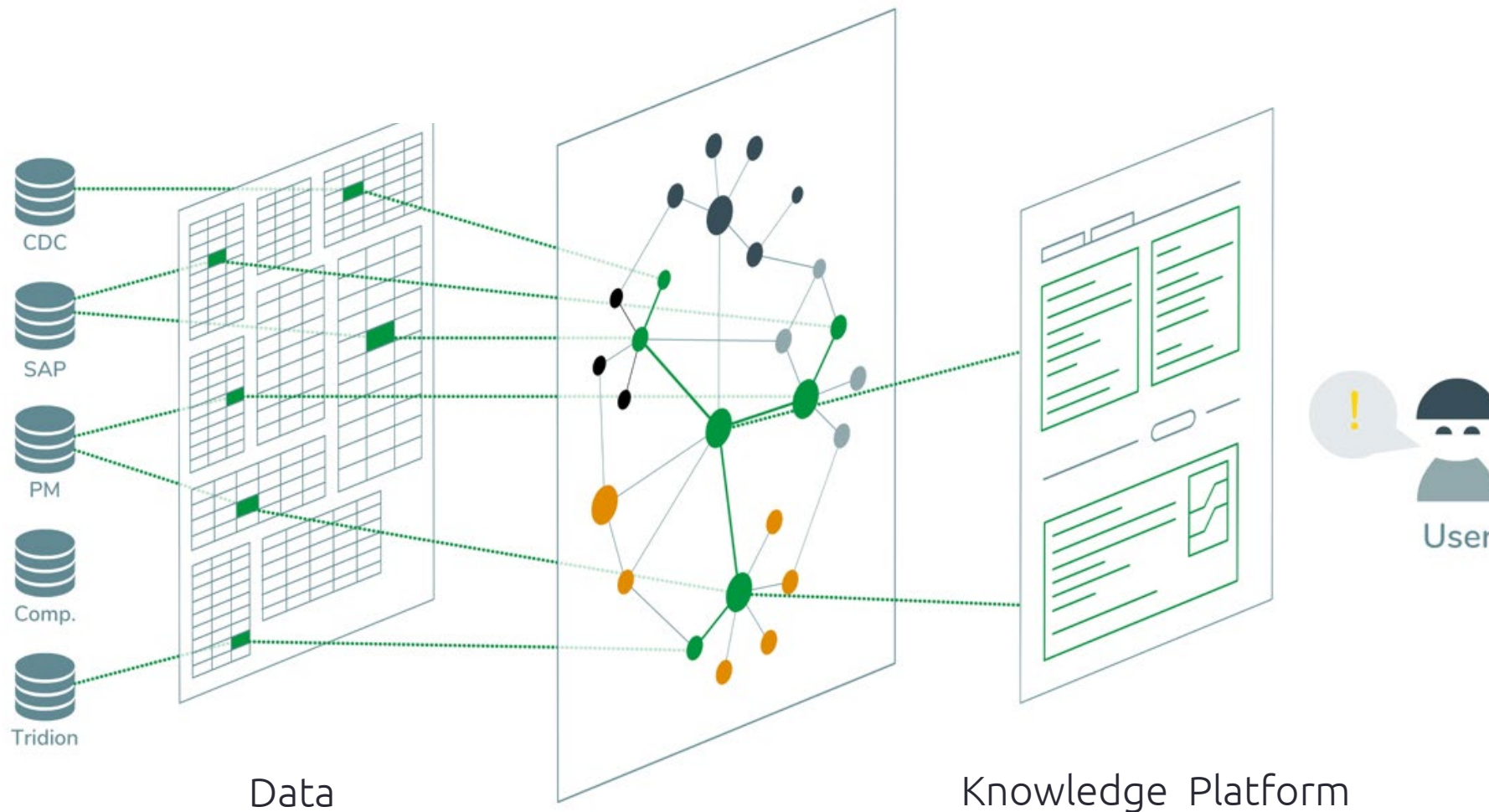
 HEXAGON

HITACHI

KLA+ 

PANTOPIX turns Information into Value

Intelligent Solutions for Technical Communication



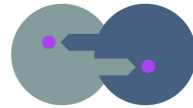
PANTOPIX Services

Services tailored to our customers' needs



Consulting

- Analysis of information, systems and processes
- Data models
- Service processes



Implementation

- Knowledge Graphs
- CCMS, CDP, PIM, etc.
- XML, DITA, iiRDS
- Interfaces



Operation

- Cloud-based service
- Infrastructure

PANTOPIX References



STIEBEL ELTRON

KAVO
Dental Excellence

VOITH

SIEMENS
Healthineers

 **resideo**

Honeywell

Streuli
pharma

ReboPharm

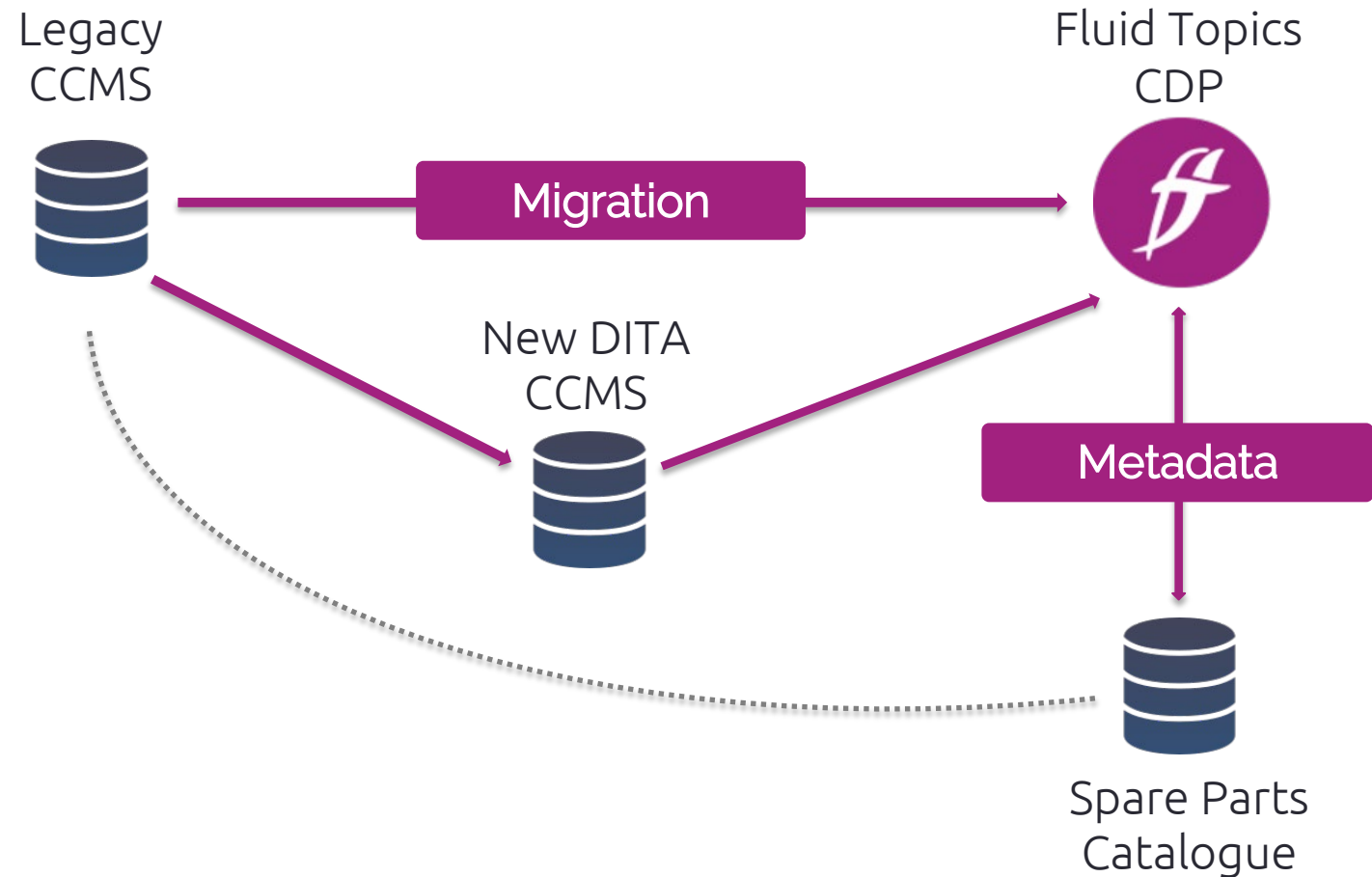
TRUMPF

SARTORIUS

 **HAUNI**
KÖRBER SOLUTIONS

Working Together

Successful Collaboration in Large Customer Project



History of Content Projects

Content Projects 20 years ago



Content Projects 10 years ago

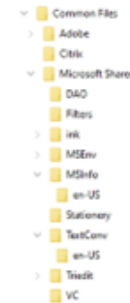
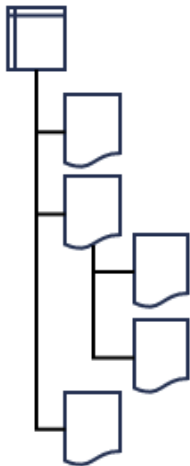


CD w/ Navigation

- Common Files
- Adobe
- Citix
- Microsoft Shared
- DAO
- Filters
- Ink
- MSEnv
- MShfx
- en-US
- Stationary
- TextConv
- en-US
- Tweeh
- VC



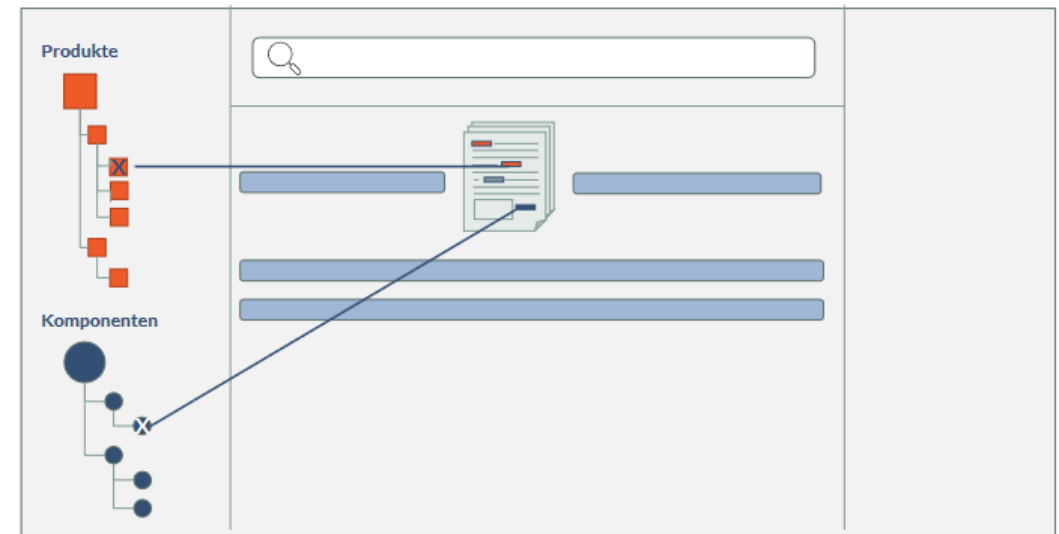
Content Projects 5 years ago – it's still the same ... without ...



... however, we have content delivery now!

Yes, we would like to start, but ...

- we have no budget/no resources
- We have no management attention
- we cannot show the results
- we cannot demonstrate the benefits
- we have no structured content
- content is not good enough
- we have no metadata
- there is no standard for delivery
- we do not know how to proceed
- we do not dare, it is too complicated
- ... and more

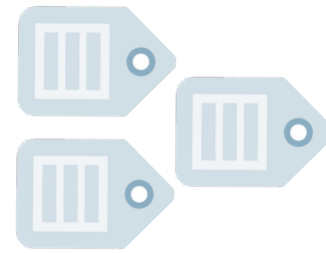


Delivery-First Approach

Source Systems and Formats



Metadata



Roles



Source Systems and Formats

User and service documentation

Service Bulletins

MAM Marketing collaterals

Diagnostics: decision trees

Solution notes CRM service tickets

Spare parts catalogue

Ordering spare parts



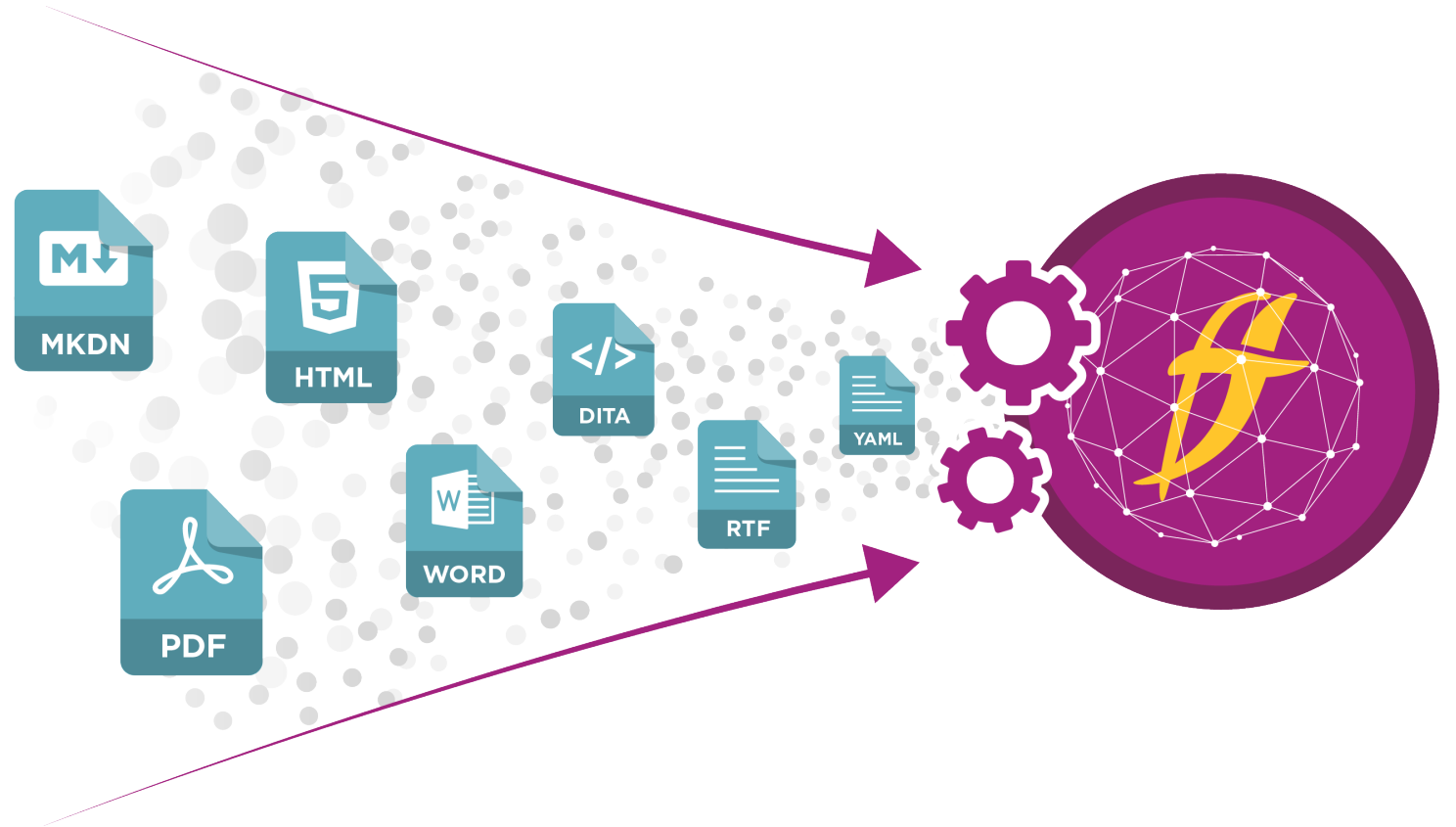
CMS

SP



From any source, in any format

Come as
you are



- ✓ Works with the content you already have
- ✓ Hides the disparity of your tools
- ✓ Combines content from multiple sources

- Administration
- Knowledge Hub
- Publishing
- Sources**
- Enrich and Clean
- Vocabularies
- Index metadata
- Pretty URL
- Access rules
- Content Packager
- Users
- Design
- Portal

Sources

CONFIGURE DITA-OT NEW SOURCE

| Name | ID | Type | Category | Status | Publications |
|---------------------------------------|---------|-----------------------|----------|--------|--------------|
| Author-it Default Author-It source | ait | Authorit | | ✓ | 0 |
| DITA Default DITA source | dita | Dita | | ✓ | 0 |
| FTML | ftml | Ftml | | ✓ | 114 |
| ud | ud | UnstructuredDocuments | | ✓ | 2 |
| Flare Default Madcap Flare source | madcap | Madcap-flare | | ✓ | 0 |
| Word Default Microsoft Word source | word | Microsoft-word | | ✓ | 0 |
| openapi | openapi | Openapi | | ✓ | 1 |
| Paligo | Paligo | Paligo | | ✓ | |

Structured and unstructured content accepted

- Administration
- Knowledge Hub
- Publishing
- Sources**
- Enrich and Clean
- Vocabularies
- Index metadata
- Pretty URL
- Access rules
- Content Packager
- Users
- Design
- Portal

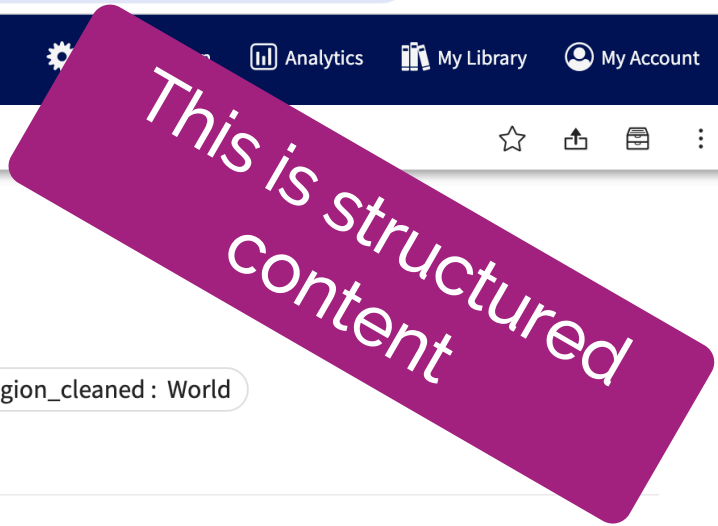
Sources

CONFIGURE DITA-OT NEW SOURCE

| Name | ID | Type | Category | Status | Publ |
|---------------------------------------|---------|-----------------------|----------|--------|------|
| Author-it Default Author-It source | ait | Authorit | | ✓ | |
| DITA Default DITA source | dita | Dita | | ✓ | |
| FTML | ftml | Ftml | | ✓ | |
| ud | ud | UnstructuredDocuments | | ✓ | |
| Flare Default Madcap Flare source | madcap | Madcap-flare | | ✓ | |
| Word Default Microsoft Word source | word | Microsoft-word | | ✓ | |
| openapi | openapi | Openapi | | ✓ | |
| Paligo | Paligo | Paligo | | ✓ | |

- Authorit
- AuthoritMagellan
- Ftml
- MapAttachments
- UnstructuredDocuments
- Confluence
- Dita
- FrameMaker-basic-html
- Madcap-flare
- Markdown
- Microsoft-word
- Openapi
- Paligo
- ST4HTML

Create in a few clicks as many sources as you need



Search in document

Keywords

- Summary
- Weekly operations
 - Visual inspection
 - Batteries control
- Monthly operations
 - Visual inspection
 - Batteries control
 - Sensors control
 - Cradle control
- + Quarterly operations
 - Decommissioning

Maintenance guide

Language : English Drone type : LightShipper, HeavyShipper, Fo... region_cleaned : World

Summary

A drone delivery service is a great way to get packages to their destination quickly and efficiently. However, in order for the service to run smoothly, it is important for the maintainer to keep track of the drones and their whereabouts. This guide will provide an overview of the different aspects of drone maintenance and will help the maintainer keep track of the drones and their deliveries.

Weekly operations

Visual inspection

A weekly visual inspection is an important part of maintaining your drone delivery service. By inspecting your drone and its components each week, you can catch any potential issues before they become bigger problems.

Some things you should inspect each week include:

- The body of the drone
- The propellers
- The landing gear
- The battery
- The motors

If you notice any damage or wear and tear on any of these components, you should repair or replace them as soon as possible. Failing to do so could result in decreased performance or even a malfunction that could cause an accident.

This is a Word document

Search in document

Keywords

- Overview
- Regulation rules

+ Drone loading

- Staying safe during flight operations

Safety instructions

Language : English Drone type : LightShipper, HeavyShipper, Fo... region_cleaned : World

Overview

Delivering a package by drone can be a fast, efficient, and safe way to get your package to its destination. However, there are a few safety instructions that you need to be aware of before using a drone delivery service.

First and foremost, always read the safety instructions that come with your drone. There may be specific instructions on how to fly your drone that are unique to your model.

Secondly, always be aware of your surroundings. Make sure that there is plenty of open space around you when you are flying your drone. Do not fly your drone near airports, stadiums, or other areas where there is a lot of air traffic.

Finally, always make sure that your drone is in good condition before flying it. Check the propellers, batteries, and other parts of the drone for damage or wear and tear. If any part of the drone is damaged, do not fly it.



Search in document

Keywords

- DroneLift APIs
- Delivery
 - Get ordered deliveries
 - Responses
 - Delivery request
 - Request body
 - Responses
- + Order a previously requested delivery
- + Delivery detail
- + Delivery current coordinate
- + Delivery update
- + Delivery cancel
- + Invoice
- + Models

DroneLift APIs

Language: English

This is API specs in swagger (yaml)

DroneLift APIs

Last mile delivery APIs documentation
Version: 1.1.1
Base path: http://localhost

Delivery

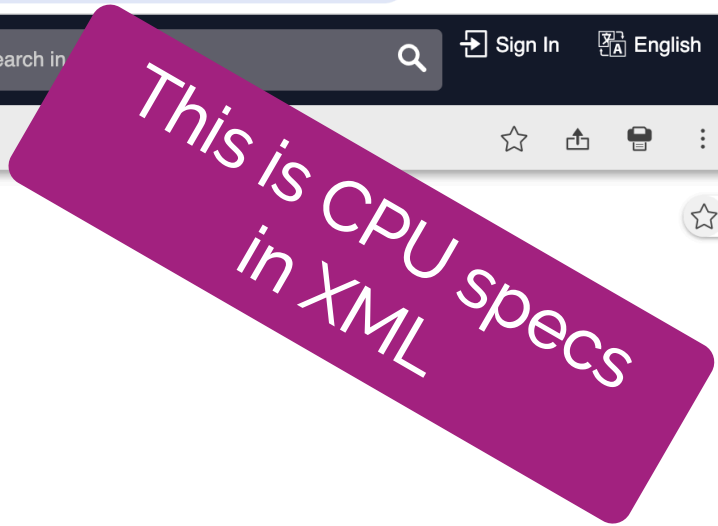
Get ordered deliveries

GET /api/deliveries

Get a list of previously ordered deliveries

Responses

200 Successful Response



- Search in document
- Keywords
- + GEM Module
 - + GPIO Module
 - GPU Module
 - GP_CONTR_REG_VSCL_START_ADDR (GPU) Register
 - GP_CONTR_REG_VSCL_END_ADDR (GPU) Register
 - GP_CONTR_REG_PLBCL_START_ADDR (GPU) Register
 - GP_CONTR_REG_PLBCL_END_ADDR (GPU) Register
 - GP_CONTR_REG_PLB_ALLOC_START_ADDR (GPU) Register
 - GP_CONTR_REG_PLB_ALLOC_END_ADDR (GPU) Register
 - GP_CONTR_REG_CMD (GPU) Register**
 - GP_CONTR_REG_INT_RAWSTAT (GPU) Register**
 - GP_CONTR_REG_INT_CLEAR (GPU) Register
 - GP_CONTR_REG_INT_MASK (GPU) Register
 - GP_CONTR_REG_INT_STAT (GPU) Register

GP_CONTR_REG_INT_RAWSTAT (GPU) Register

GP_CONTR_REG_INT_RAWSTAT (GPU) Register Description

Register Name GP_CONTR_REG_INT_RAWSTAT

Relative Address 0x0000000024

Absolute Address 0x00FD4B0024 (GPU)

Width 32

Type *rw*

Reset Value 0x00080000

Description GP Control Register Interrupt Rawstat

GP_CONTR_REG_INT_RAWSTAT (GPU) Register Bit-Field Summary

| Field Name | Bits | Type | Reset Value | Description |
|----------------------------|-------|-----------|-------------|--|
| Reserved | 31:23 | <i>rw</i> | 0x0 | Reserved, write as zero, read undefined. |
| GP_IRQ_PTR_OUT_OF_BOUNDS | 22 | <i>rw</i> | 0x0 | The PLB tries to access a pointer with an index larger than the number of tiles specified. This indicates an error in the setup of the data structures. Any additional processing is terminated. |
| GP_IRQ_SEMAPHORE_OVERFLOW | 21 | <i>rw</i> | 0x0 | Semaphore overflow interrupt. It triggers if the previous semaphore was in use and not 0 when the PLB switched semaphore |
| GP_IRQ_SEMAPHORE_UNDERFLOW | 20 | <i>rw</i> | 0x0 | Semaphore underflow interrupt. It triggers if the PLB waits for a |

Search in document

Keywords

- Fluid Topics v4.1 Release Notes
- FT v4.1.31**
- FT v4.1.30**
- FT v4.1.29
- FT v4.1.28
- FT v4.1.27
- FT v4.1.26
- FT v4.1.25
- FT v4.1.24
- FT v4.1.23
- FT v4.1.22
- FT v4.1.21
- FT v4.1.20
- FT v4.1.19
- FT v4.1.18
- FT v4.1.17
- FT v4.1.16
- FT v4.1.15
- FT v4.1.14
- FT v4.1.13
- FT v4.1.12
- FT v4.1.11
- FT v4.1.10

FT v4.1.31

Released on June 12th, 2023.

Improvements

- Improves labels in the interface.
- Makes the display of the enumeration type consistent with the OpenAPI connector.

Bug Fixes

| Component | Issue Number | Description |
|--------------------------|--------------|--|
| KHUB - Content ingestion | FT-9548 | Adds request body, response body, and model example to the OpenAPI connector's output. |

FT v4.1.30

Released on June 7th, 2023.

Improvements

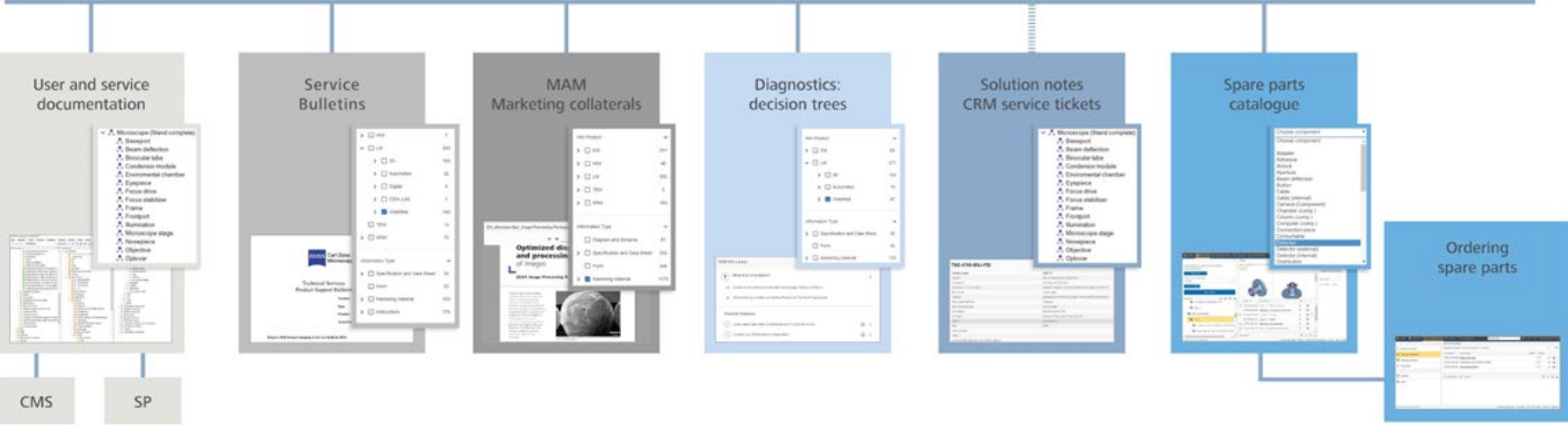
This is a release note directly from JIRA by a bot

Anything Else You Can Think Of?

- Spare parts catalogues
- Error codes
- Log files from different devices
- Information from condition monitoring
- News
- ...

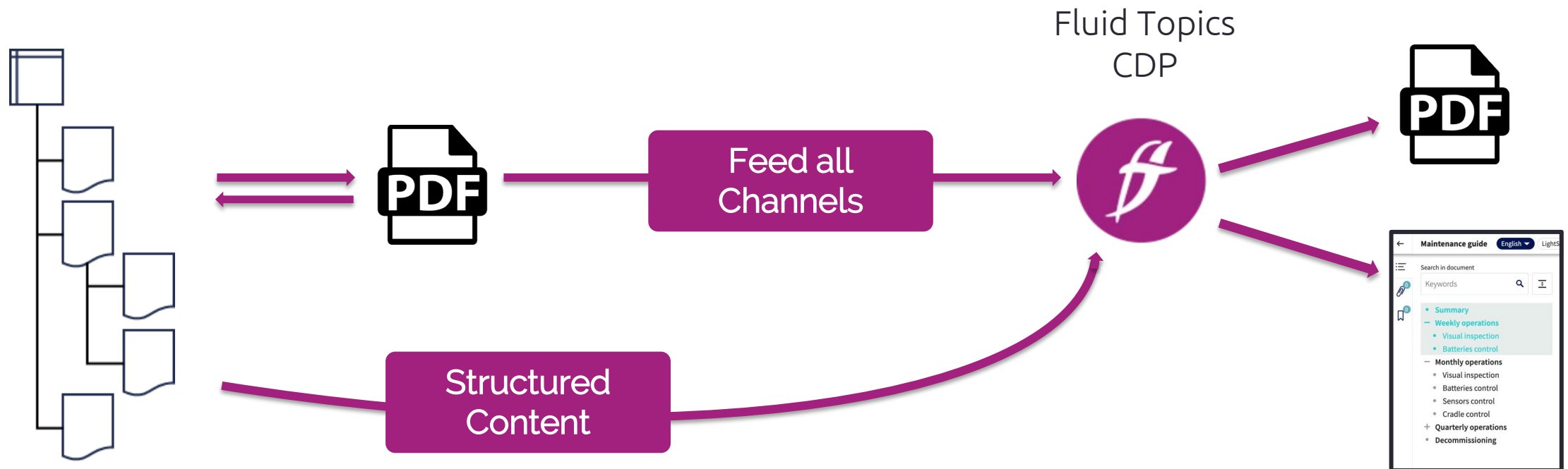
The screenshot shows a search interface with a left-hand navigation menu for 'SEM Product' categories like EM, C-SEM, FE-SEM, etc. The main area displays search results for 'SEM results for: SEM PRODUCT ID'. The right-hand side shows 'Related Content' such as 'Diagram and Schema', 'Specification and Data Sheet', and 'Metadata'.

Content Silos Connected



Improve Contents

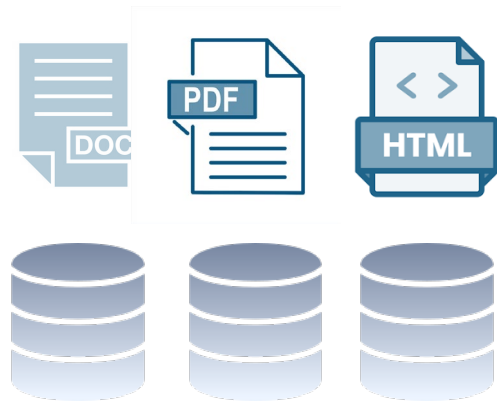
- Create a single source of truth – Feed all channels
- Start with your content as it is. Move to structured (topic-based and semantic) progressively



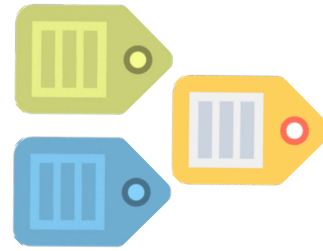
Further Improvements & Benefits

- Work incrementally by adding more content as you need
- No need to migrate all content when switching to a new solution
- Onboard more stakeholders while keeping them in their comfort zone with their favorite tool
- Be more agile and future-proof your content strategy

Source Systems and Formats

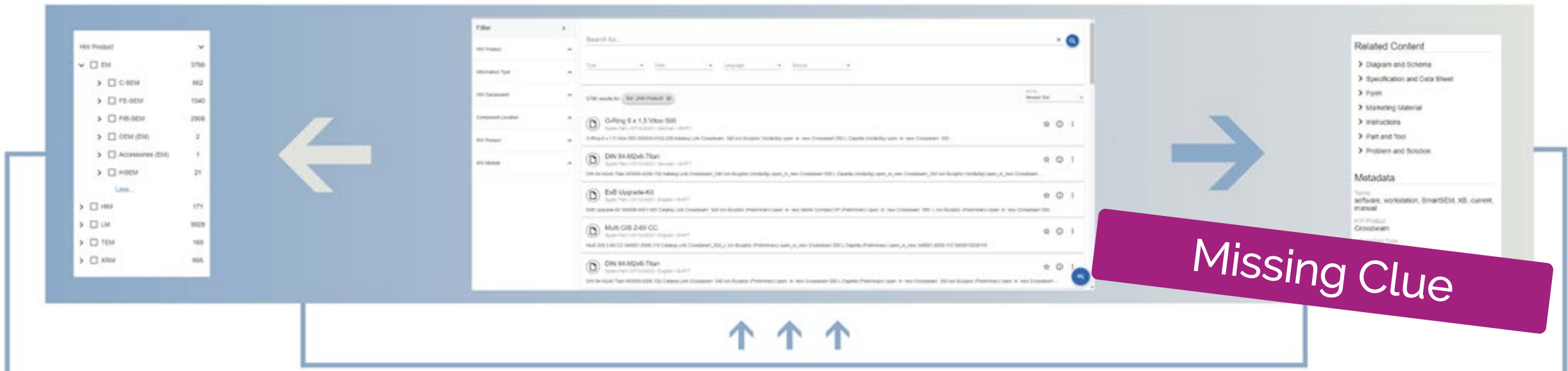


Metadata



Roles





Missing Clue

User and service documentation

- Microscope (stand complete)
 - Baseport
 - Beam deflection
 - Binocular tube
 - Condenser module
 - Environmental chamber
 - Eyepiece
 - Focus drive
 - Focus stabilizer
 - Frame
 - Frontport
 - Illumination
 - Microscope stage
 - Microscope
 - Objective
 - Optovar

CMS SP

Service Bulletins

Technical Service Product Support Bulletin

MAM Marketing collaterals

Optimized digital processing of images

Diagnostics: decision trees

Solution notes CRM service tickets

Spare parts catalogue

Choose component

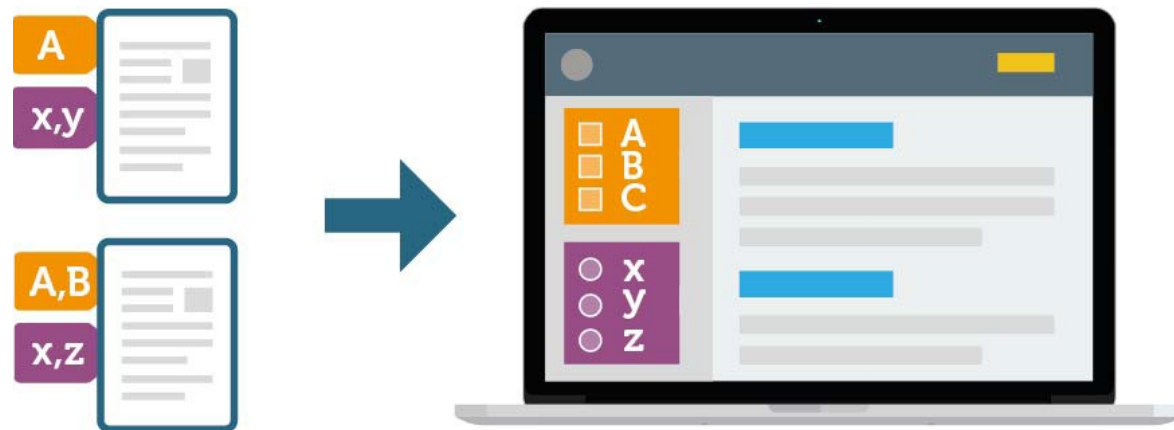
- Adapter
- Adhesive
- Anti-X
- Aperture
- Beam reflection
- Button
- Case
- Case (optional)
- Camera (optional)
- Chamber (stump)
- Column (stump)
- Computer (stump)
- Connection plate
- Consumable
- Controller
- Table for (optional)
- Detector (optional)
- Insulation

Ordering spare parts

| Part Number | Description | Quantity | Unit Price | Total Price |
|-------------|------------------|----------|------------|-------------|
| 123456789 | Beam Deflection | 1 | 100.00 | 100.00 |
| 987654321 | Condenser Module | 2 | 50.00 | 100.00 |

Metadata at the core of everything

- Automatically extracted from content
- Added or modified separately (sync & async)
- Normalized and enriched
- Used in many places – Visible or not





Search in document

Keywords

**Introduction**

- Create an account
- Choose a drone type
- Track a delivery
- Safety instructions

Getting started

Language : English

Drone type : LightShipper, HeavyShipper, Fo...

region_cleaned : World

Introduction



Topic options



This user guide is for anyone who wants to start using a delivery service by drone. It will introduce you to the basics of how to use the service, including how to send and receive parcels.

The first step is to create an account with the delivery service. This will allow you to access the necessary tools and information to use the service.

Once you have created an account, you will need to register your drone with the service. This will allow the service to track your drone and ensure that it is being used safely.

To send a parcel, you will need to create a shipping label. This will include the recipient's address, the weight and size of the parcel, and any other relevant information.

Once you have created the shipping label, you will need to attach it to the parcel. Make sure to include any other necessary documentation, such as a customs form.

Then, you will need to schedule a pick-up time for the parcel. You can do this by contacting the delivery service or by using the online booking tool.



← Getting started

☰ Search in document

📎 Keywords

- Introduction
- Create an account
- Choose a drone
- Track a delivery
- Safety instructions

- ft:clusterId** getting-started-sender-recipient-intro
- ft:khubVersion** 4.1.16
- ft:prettyUrl** guide/getting-started-sender-recipient/en-us/getting-started-sender-recipient-intro
- ft:outputSize** 4560

Custom metadata

- audience** recipient, sender
- audience_cleaned** Recipient, Sender
- document_type** user guide
- document_type_cleaned** User guide
- drone_type** food_shipper, heavy_shipper, light_shipper
- drone_type_cleaned** FoodShipper, HeavyShipper, LightShipper
- region** all
- region_cleaned** World

- Knowledge Hub
- Publishing
- Sources
- Enrich and Clean
- Vocabularies**
- Index metadata
- Pretty URL
- Access rules
- Content Packager
- Users
- Design
- Portal
- Notifications
- Integrations

Upload vocabularies to [normalize your metadata](#) or to manage synonyms for more relevant search results. [Download an example](#)

| ID | Used in search | File | Language | Last Updated |
|---------------|-------------------------------------|-------------------|---------------------|------------------|
| audience | <input checked="" type="checkbox"/> | audience.csv | de-DE en-US fr-FR | 15/03/2023 12:23 |
| document_type | <input checked="" type="checkbox"/> | document_type.csv | de-DE en-US fr-FR | 15/03/2023 12:24 |
| drone_type | <input checked="" type="checkbox"/> | drone_type.csv | de-DE en-US fr-FR | 15/03/2023 12:24 |
| platform | <input checked="" type="checkbox"/> | platform.csv | de-DE en-US fr-FR | 15/03/2023 12:24 |
| region | <input checked="" type="checkbox"/> | region.csv | de-DE en-US fr-FR | 15/03/2023 12:24 |
| region_flat | <input checked="" type="checkbox"/> | region_flat.csv | de-DE en-US fr-FR | 15/03/2023 |
| version | <input checked="" type="checkbox"/> | version.csv | | |

Add your own taxonomy for metadata rewriting



Refine your search:



Search type

Search in document titles only

Audience

Developer

Internal

Maintainer

Public

Recipient

Sender

Drone type

FoodShipper

HeavyShipper

LightShipper

Region

▶ World

Document type

Developer guide

English ▾

Keywords



180 results

Sort by: Relevance ▾

 Copy link

 Save

API reference guide

Version

V2 ▾

Developer guide

LightShipper, HeavyShipper, F...

World

DroneLift APIs

Getting started

User guide

LightShipper, HeavyShipper, F...

World

Glossary terms

Technical guide

LightShipper, HeavyShipper, F...

World

How deliveries works

User guide

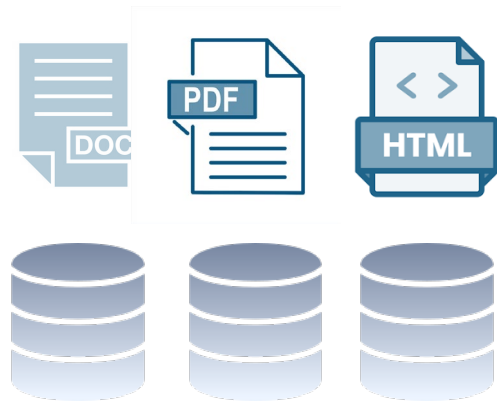
LightShipper, HeavyShipper, F...

World

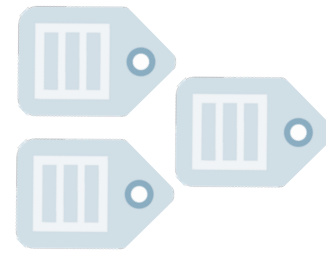
Introduction to drones

Chosen metadata
become facets

Source Systems and Formats



Metadata

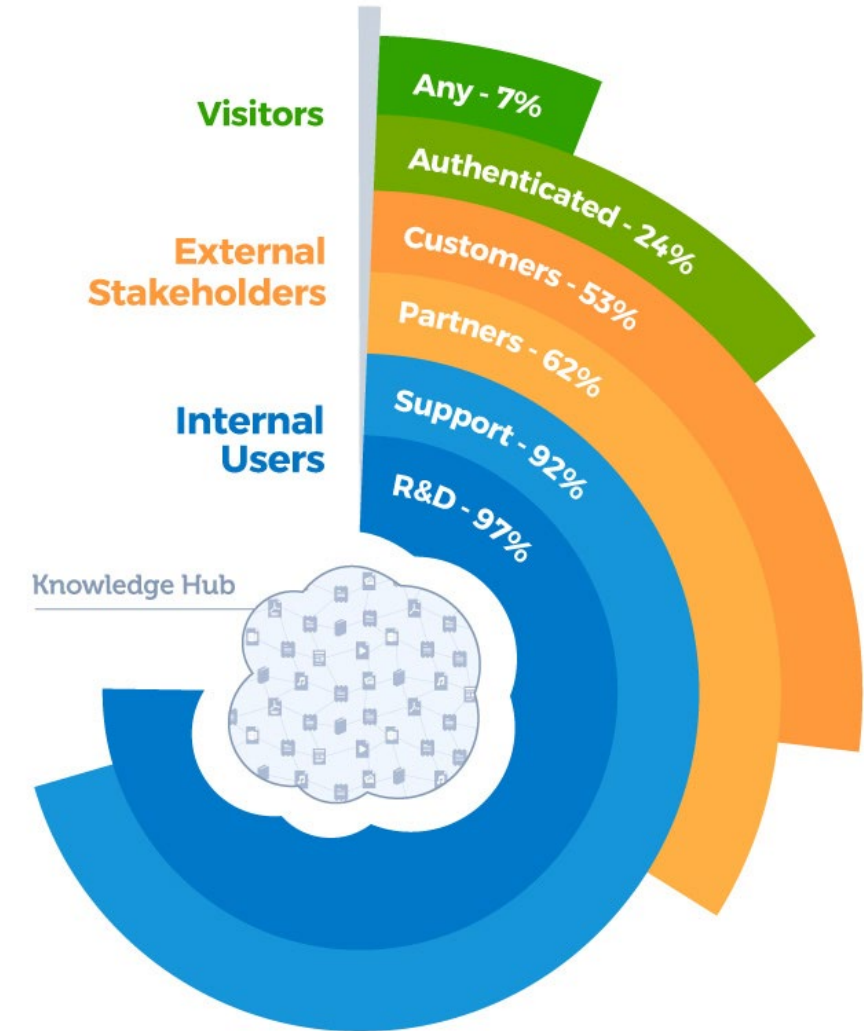


Roles



Secured content

- Connects to your security back-end: native support of **SSO protocols**.
- **Layered access**: content is filtered based on user credentials.
- **Features** are accessible to users according to their role and profile.



- Administration
- Knowledge Hub
- Users
- Manage users
- Legal terms
- Authentication**
- Design
- Portal
- Notifications
- Integrations

Authentication

Configure authentication parameters.

- General
- Realms**

Authentication realms

Defines available authentication realms and their order of precedence.

| | | | | | | |
|-----------------|------------------------|----|--|--------|--|--|
| internal | 196 | | | | | |
| ldap | Overridden by internal | 84 | | | | |
| Available types | SAML 2.0 | | | Create | | |

Authentication backends
(internal or external)

Cancel

Save

Administration

Knowledge Hub

Users

Manage users

Legal terms

Authentication

Design

Portal

Authentication

Configure authentication

General

Realms

Authentication realm
Defines available authentication methods

internal

ldap

Available types

SAML

SAML realm

Allows Fluid Topics to interact with a third-party identity provider using the SAML2 protocol.

Realm identifier

Defines the realm identifier.

Identifier

i Realm identifiers cannot be modified.

Service provider metadata

Retrieves the service provider's metadata that are required to finalize configuration.

i Metadata will be available here once the configuration is saved.

Identity provider metadata

Provides details about the identity provider's metadata that are required to finalize configuration.

Migrate users

Overrides selected legacy realms and migrates user accounts with all assets upon next login.

Native support of SSO protocols. Configure in a few clicks

X Cancel

✓ OK

- Administration
- Knowledge Hub
- Users
- Manage users**
- Legal terms
- Authentication
- Design
- Portal
- Notifications
- Integrations

Manage users

1 / 282 users

Default roles Download to xlsx Create

Search: lacroix Filtering by: All Realms All Groups All Roles

| Name | Created on | Last activity | Realms | Groups | Stats |
|---|------------|------------------|----------|---|--|
| <input type="checkbox"/> Fabrice Lacroix lacroix@antidot.net | 5/20/16 | 6/16/23, 7:45 PM | internal | <ul style="list-style-type: none">antidotFluid TopicsTechWriter | Bookmarks 11 Personal books 3 Personal topics 3 Collections 3 Searches 7 |

User credentials are automatically extracted from SSO dialog at each authentication

Administration

- Knowledge Hub
- Publishing
- Sources
- Enrich and Clean
- Vocabularies
- Index metadata
- Pretty URL
- Access rules**
- Content Packager
- Users
- Design
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- Notifications
- Integrations

Default group

Applies to all documents except those matching a rule below.

Default group

Rules

Determines which groups have access to content with selected metadata.

Search

View

Security rules for mapping content metadata to user groups

| Metadata ▲ | Authorized groups |
|---|--|
| audience = internal | <input type="text" value="antidot"/> |
| audience = partners | <input type="text" value="antidot"/> <input type="text" value="partners"/> |
| audience = premium | <input type="text" value="premium"/> <input type="text" value="antidot"/> |
| ft:originId = fluid-topics-reader-designer | <input type="text" value="antidot"/> <input type="text" value="partners"/> |
| ft:originId = tinman | <input type="text" value="antidot"/> <input type="text" value="partners"/> |

Cancel

Save

Access rules

Create rules to bind documents to user groups

Default group

Applies to all documents

Default group

Public

Rules

Determines which groups can access documents

Search

metadata or group

Metadata

audience = **internal**

audience = **onprem**

audience = **partners**

audience = **premium**

Bind this metadata



Automatically bind metadata values to user groups with matching name

with value

available to everyone

restricted to authenticated users

restricted to the following groups

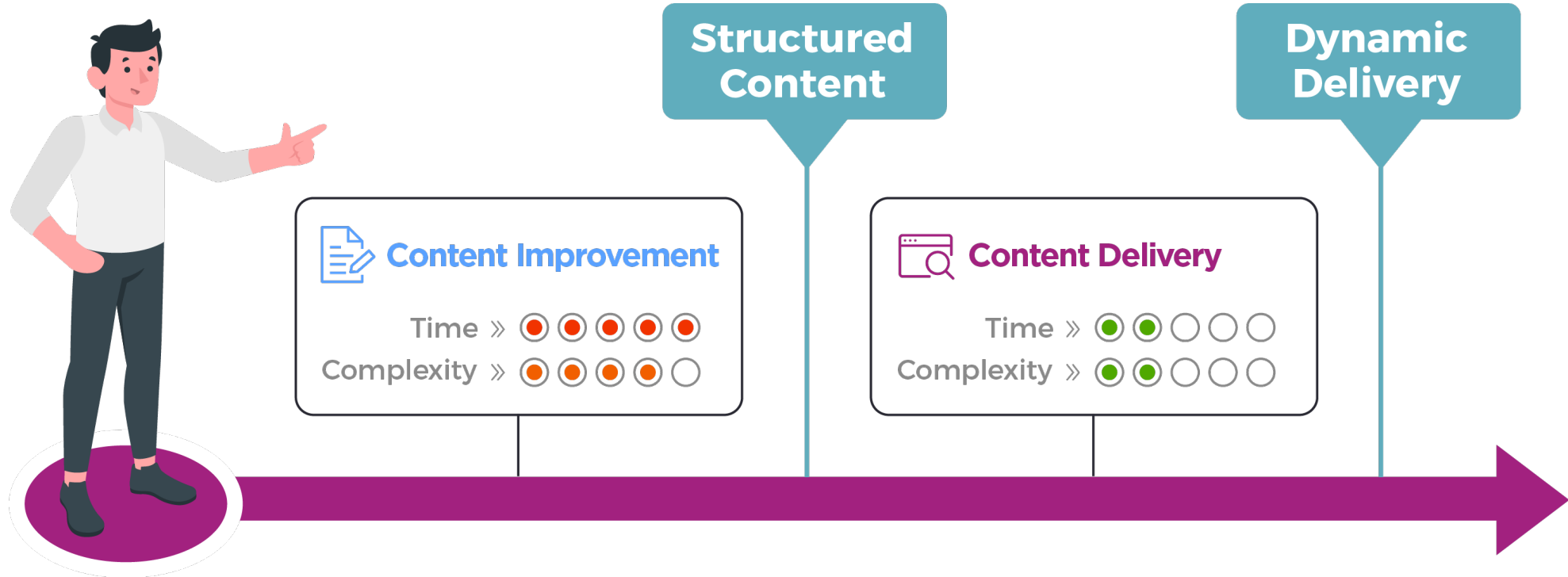
✕ Cancel

✓ Save

Learnings

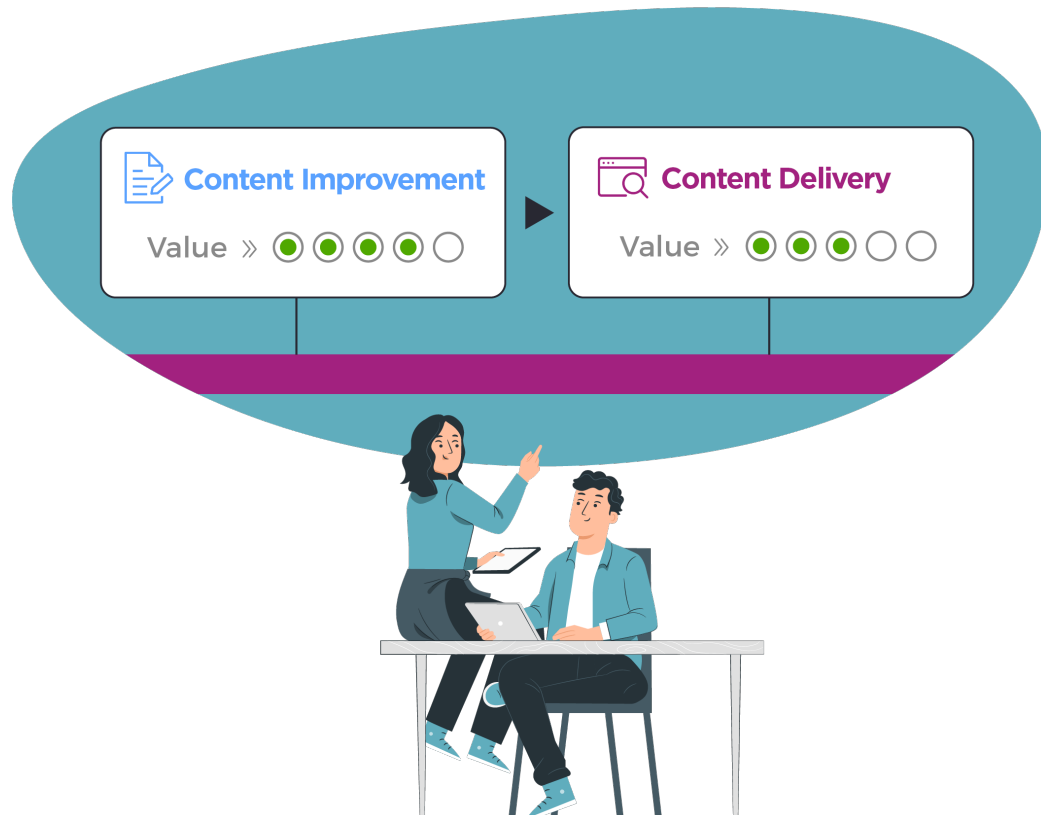
A Traditional Approach of Content Projects

Most organizations believe that they have to start by migrating their content first.

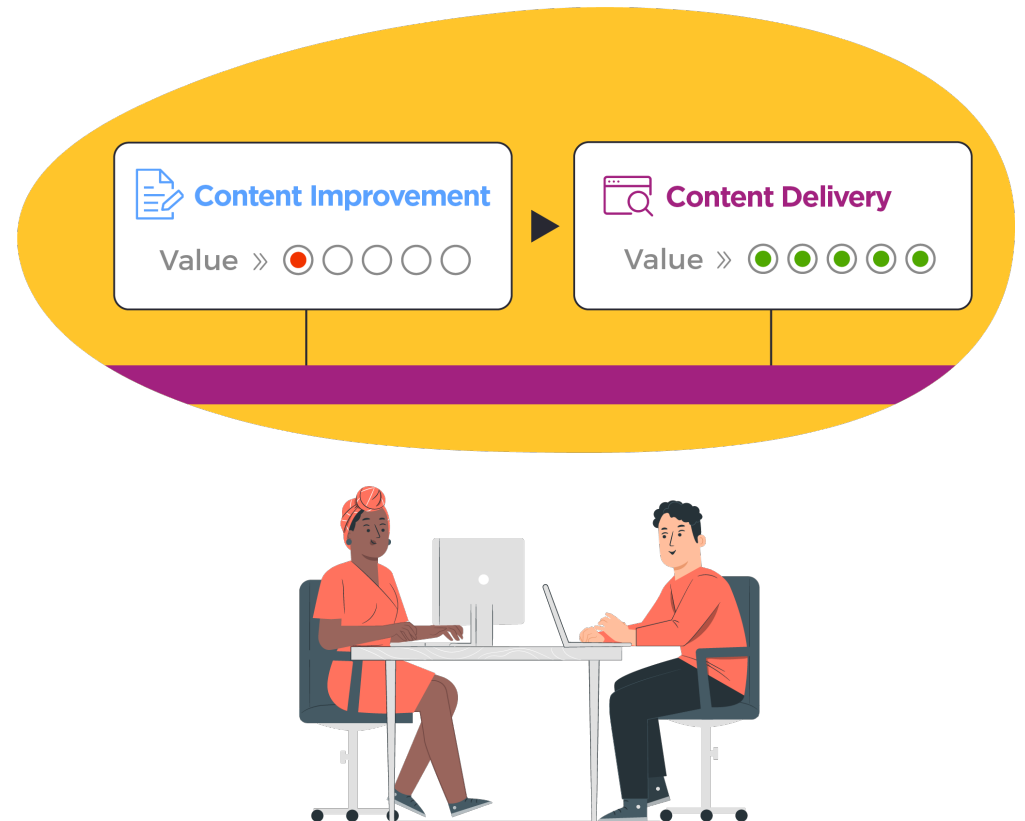


A Different Perception of Value

As perceived by the Tech doc team

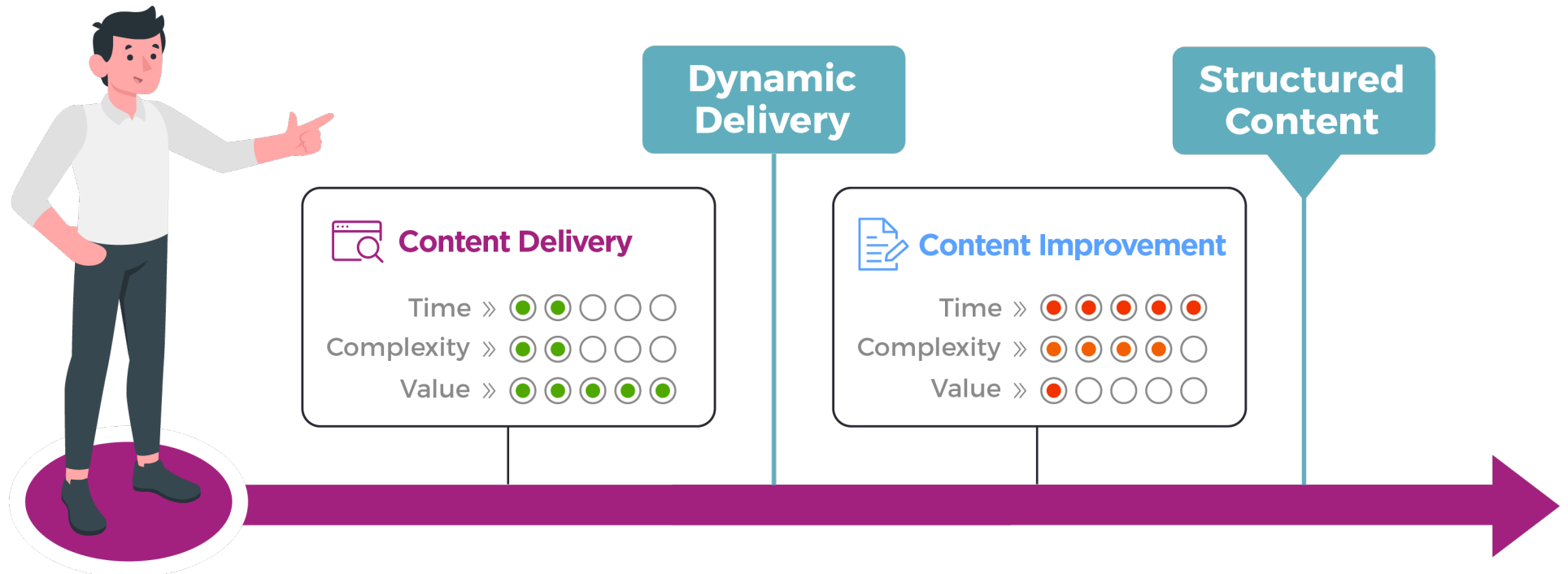


As perceived by the Users and Execs



An Effective Path To Modern Content Strategy

Enhance the user experience and the **perceived value** first. Then optimize.



Questions? Keep in Touch!



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