



CUSTOMIZED PLM DOCUMENTATION OVERVIEW

Maximizing the ROI of Your PLM Investment: Don't Overlook the Importance of Customized PLM Documentation

Is your organization embarking on a PLM initiative? Implementing a PLM system can be a significant investment in both time and budget. Unfortunately, many organizations never reap the full benefits. Documentation is an essential, but often overlooked step in the PLM implementation process. Faithfully documenting the proprietary ways in which your PLM system integrates with other in-house applications, workflows, and processes goes a long way to ensure that your business transformation initiative is adopted consistently across the organization.

Although every company uses PLM differently based on their unique business needs, many seek similar benefits, such as productivity gains, optimized processes and workflows, reduced waste, faster product development cycles, and more robust innovation. Thorough documentation can help organizations attain these goals.

So, why don't all organizations document their proprietary PLM processes? Here are some common roadblocks that companies face when they try to create documentation internally:

- **Insufficient resources.** Organizations may have internal resources that are knowledgeable about PLM, but they are busy evangelizing PLM throughout the company. Although they are closest to the details of the implementation, their time is better spent on change management tasks, rather than documenting workflows.
- **Lack of expertise with documentation best practices.** Documentation best practices such as using diagrams, illustrations, 3D models, or animation to convey concepts, are not skills that everybody has the capability or know-how to include in user level documentation.
- **Limited in-house knowledge of PLM.** If PLM is a new methodology for an organization, there may not be many (or any) employees who have enough PLM knowledge to create comprehensive and compelling documentation.

Documenting PLM processes helps organizations implement a standardized approach to various workflows. As well, having well-written documentation that is thoughtfully designed becomes a reference tool for the organization and its employees.



ASCENT can help. We have worked with numerous clients to create custom documentation to support PLM implementations. Companies choose ASCENT for several reasons:

- **In-depth PLM knowledge.** ASCENT understands key PLM concepts and can create documentation that blends those with your specific workflows and processes. The resulting resources engage employees and ensure compliance with the organization's desired approach to PLM. The result is wider adoption and more consistent usage of PLM principles.
- **Technology expertise.** ASCENT's knowledge is not limited to specific PLM software solutions. PLM workflows tend to be similar at the highest level and we can work with whatever platform you have selected to make them specific. The same goes for whatever CAD, ERP, CRM platform your PLM system may connect with. And lastly, should you have a Learning Management System, we can work within that platform to create a truly customized experience.
- **A dedicated team of experienced documentation professionals.** ASCENT has over 20 years of experience developing high quality, professional, technical documentation. Our multi-disciplinary team of specialists are skilled in technical writing, 3D modeling software, multimedia development, engineering, project management and instructional design.
- **Collaborative and comprehensive project management.** ASCENT works closely with clients throughout every phase of a documentation project. During the initial phase, ASCENT defines the project scope and costs. The planning phase focuses on gathering content and best practices. The executing and monitoring phase is iterative in nature, incorporating customer feedback at multiple checkpoints. The project closes only after final client acceptance is received.
- **Capability to develop materials in a variety of formats.** In addition to printed documentation, ASCENT can create interactive custom eLearning courses for PLM implementations. By effectively structuring content to create visually appealing eLearning modules with quizzes and software simulations built into the lessons, users can see the big picture of how certain processes relate to other processes. The user experience is not only engaging but fun, leading to better software adoption and projects that are delivered on time and on budget.



Watch a short video explaining our Corporate Documentation Services



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