



EMPOLIS **CONTENT EXPRESS**

Leveraging technical information

Empolis Content Express – leveraging technical information.

Empolis Content Express helps you to publish intelligent information. Empolis Content Express speaks the language of its users and is thus suitable for use by customers in self-service, by first-level service staff, and by experts. Through a search query, the user gains access to all the relevant information, presented appropriately for the context and user group.



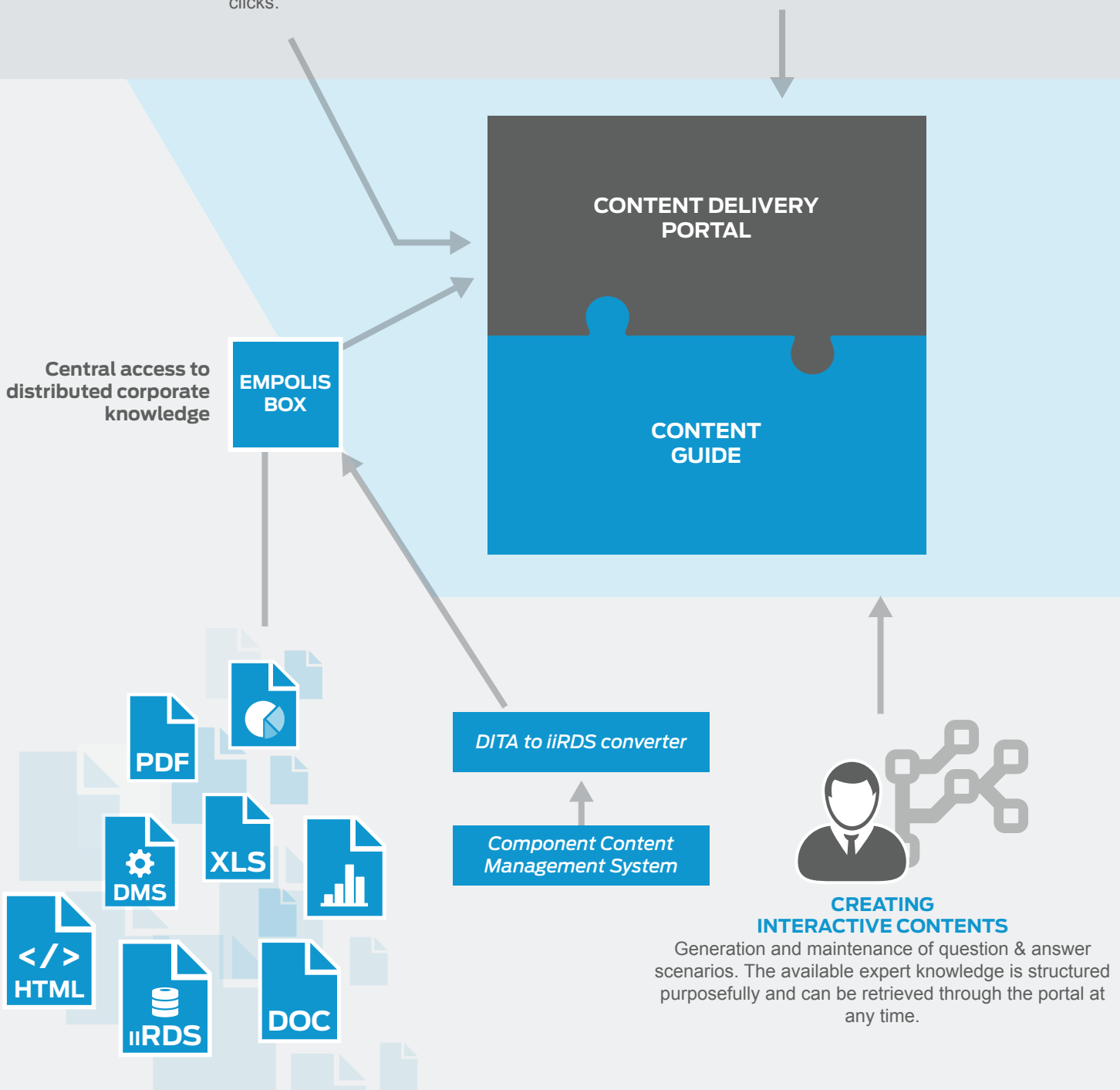
CUSTOMER

Your customers and partners will find the right solution themselves with just a few clicks.



EMPLOYEE

Your employees will find the precise information they need quickly and easily.



Key user benefits

- ONE search for ALL relevant contents
- Highlighting of the relevant pieces of information in documents
- Appropriate search results – regardless of the wording of the query
- Automated service knowledge
- Interactive guided troubleshooting

Immediate start in the cloud

- Browser-based
- Certified security and control mechanisms
- Operation in German computing centers
- Simple upscaling and downscaling of cloud capacity
- Access to the latest functionalities

Benefits for content providers

- Integration with component content management systems via iiRDS interface
- Creation of navigation structure at minimal cost and effort
- Simple creation of step-by-step instructions
- Purposeful analysis of user behavior
- Simple interfacing with existing systems

iiRDS-ready

Simply continue to use your existing authoring system. Standardized metadata make it possible to request and deliver intelligent information. Empolis Content Express is ready for the tekcom iiRDS standard (Intelligent Information Request and Delivery Standard), currently released as a developer preview.

IMPROVED SERVICE

Offer your users an intuitive way to access your documentation.

REDUCED COST

Reduce the cost of making available your technical information.

IMMEDIATE START

Make your existing documentation available immediately without any additional processing.

Adapt the solution to your requirements! Our toolkit will help you:

CONTENT-DELIVERY-PORTAL

Intelligent access to technical information from any source systems

CONTENT GUIDE

Simple generation and management of interactive contents

EMPOLIS BOX

Secure and well-structured integration of knowledge from any third-party systems into the portal

DECIDE. RIGHT. NOW.

Empolis provides solutions that enable companies and organizations to analyze, interpret and automatically process the rapidly growing amount of structured and unstructured data. They utilize their knowledge capital to improve enterprise-critical business processes enabling decision-makers, employees and customers to reliably receive precise and relevant information, situation-appropriate and task-relevant, for faster and better decisions: DECIDE. RIGHT. NOW.



EMPOLIS

INFORMATION MANAGEMENT

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