



**Novell, Inc.**  
Provo, Utah  
[www.novell.com](http://www.novell.com)

#### Results

- Intuitive interface enables new authors to contribute quickly with very little training
- Accelerated development of multilingual documentation
- Simplified authoring process to feel more natural
- Reduced content development costs

Novell

## Structured global documentation

Global infrastructure software provider uses Adobe® FrameMaker® to streamline the documentation process and deliver information to global audiences faster

Novell, Inc., a business unit of The Attachmate Group, has long been synonymous with productivity. The global enterprise software developer supports thousands of organizations around the world with collaboration, endpoint management, and file and networking technologies, all of which drive end-user productivity directly or on the back end.

For nearly two decades, the product documentation team at Novell has relied on Adobe FrameMaker software to power its technical documentation development processes. With approximately 30 writers spread out geographically and developing content for an array of product lines, the company needs a cost-effective, efficient way to produce and update technical documents in a variety of languages and outputs. Today, Novell relies on Adobe FrameMaker 10 software to continue to streamline and accelerate the development of technical documentation, such as administration guides, implementation instructions, and other end-user documents for its suite of products.

"We serve a global audience, so we need to be able to quickly adapt and provide product documentation to meet the needs of users worldwide, in as many as 20 different languages," says Evelyn Sealander, senior documentation manager at Novell. "Adobe FrameMaker helps streamline our processes and enables us to create, modify, and deliver content faster and more cost-effectively than other solutions we have evaluated."

### A structured approach

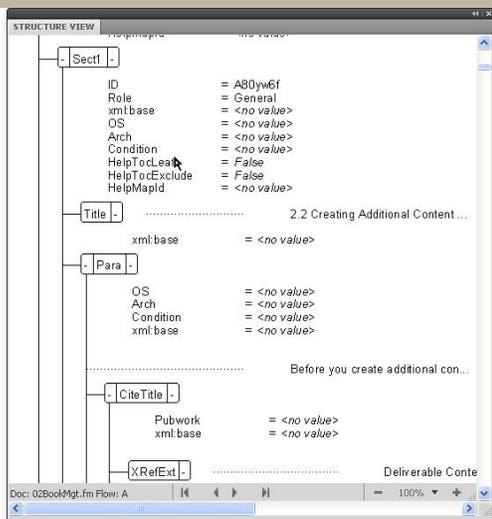
Over the years, Novell has investigated a number of solutions to aid in optimizing its technical documentation development processes. The company remained committed to Adobe FrameMaker because it provided superior customization options, better PDF file management capabilities, and simple user operation. "Adobe FrameMaker provides an authoring experience that is similar to working in word processing software, so it feels more intuitive for our authors and allows them to focus on creating the best content they can," says Sealander. "A lot of the actual structure is transparent, so they don't have to worry about managing all the little details that typical unstructured processes require."

The template-based authoring and publishing environment in Adobe FrameMaker enables Novell writers to incorporate unstructured, structured, and XML content into their documentation. It supports content authoring through standards-compliant tools, helping Novell's documentation developers create dynamic technical documents that guide global customers through installation, setup, and maintenance instructions for their purchases.

Novell's technical documentation spans a variety of topics ranging from step-by-step software configuration to deploying systems that meet compliance regulations. The large volume of documentation that they produce requires efficient development environments and processes. "Structured templates in FrameMaker automate all of the page layout and look-and-feel elements," says Sealander. "This lets our writers create, edit, and publish technical content quickly and easily."



Novell chose Adobe FrameMaker because it provided superior customization options, better PDF file management capabilities, and simple user operation. The software's template-based authoring and publishing environment enables Novell writers to incorporate unstructured, structured, and XML content into their documentation.



*"Adobe FrameMaker provides an authoring experience that is similar to working in word processing software, so it feels more intuitive for our authors and allows them to focus on creating the best content they can."*

Evelyn Sealander  
Senior documentation manager, Novell

### Continuous improvement

In addition to simplifying the documentation creation process, Novell's use of Adobe FrameMaker also enhances content quality. Document reviews are built into the process, enabling technical reviewers and editors to view content prior to distributing it to customers and making sure the information is accurate and readable.

"With Adobe FrameMaker, we can update a guide at any point during production. If we see something that needs correcting, we can go in, make changes, and republish it within hours," Graham says.

The Novell documentation group's success in leveraging Adobe FrameMaker has caught the attention of other parts of the organization, such as Training Services, Globalization Services, and more recently, NetIQ Information Development. "The NetIQ team looked at the way we were creating documentation and after just a few demonstrations, saw the value and decided to adopt structured authoring with FrameMaker into their own environment," Sealander says. "They are looking forward to being able to output their content much quicker and easier than with their previous process."

Novell plans to leverage Adobe FrameMaker well into the future. "Adobe FrameMaker is a critical component to our operations and our success," Sealander says. "We're continuing to explore how we can further leverage its powerful capabilities to refine and improve our processes."

### For more information

[www.adobe.com/products/frameaker](http://www.adobe.com/products/frameaker)



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