SCHEMA ST4

The content management system for smart technical documentation

Quanos

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Content

Content

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Editorial

Let's be honest, technical documentation is facing something of a dilemma. While we're surrounded by AI systems that are redefining expectations when it comes to information, many of us are still struggling with tools and processes from a different era. New regulations such as the Right to Repair, a dramatic rise in the variety of versions available, and the demand for personalized content make one thing clear: things cannot go on like this. But it's precisely at times like these that we have an opportunity to fundamentally rethink the way we work.

Instead of simply capturing content and storing it in static documents, nowadays technical writers have to manage knowledge intelligently and make it available to specific target groups. It's no longer about simply creating manuals – what's needed now are digital information products that are available "on demand" and that are interactive, multimedia, context-sensitive, and above all up-to-date.

And that's just the beginning.

What we are currently experiencing is the beginning of a transformation. In the future, technical documentation will be AI-supported, cloud-based, and data-driven – and as such strategically relevant. After all, anyone who structures, classifies, and automatically processes information is establishing the knowledge base for AI applications such as chatbots, service portals, maintenance agents, and many more. Technical writing is no longer a "downstream cost factor", but instead a key area for driving customer loyalty, service efficiency, and regulatory compliance.

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But what if you weren't just going along with this change, but actively shaping it?

With SCHEMA ST4, we provide you with the tool you need to do this.
On average, companies that implement ST4 report:

✓ **30% time savings** thanks to the reuse of content

✓ **50% lower translation costs** thanks to modularization and AI-supported translation processes

✓ **100% consistency across all channels** without additional formatting effort

✓ **Up to 50% less review work** because approvals take place directly in the system

✓ **Faster time-to-market** because technical documents can be created at the same time as the product

The upshot? Lower stress. Higher quality. More time for the essentials.

And SCHEMA ST4 is not an isolated system, but part of an ecosystem, meaning it can be integrated into ERP, PLM, or translation memory systems via open interfaces. It can be combined with Quanos InfoTwin for service portals or interactive instructions, or enhanced by AI functions such as AI Writer for automated text creation.

Our vision is clear: In the future, technical documentation will not be simply created, but rather orchestrated. Content is created once and is effective when and where it's needed – on any device, at any time, and in any language.

If you want to future-proof your technical writing, now is the time!

Because the best systems are not only effective thanks to their functions, but also thanks to the individuals who are prepared to break new ground.

I look forward to SCHEMA ST4 supporting you on this journey.

Sebastian Göttel
Senior Vice President ST4 Innovation & Market Strategy

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Optimized processes. Unbeatable quality. Faster publication.

Welcome to the technical writing of your future!

The text is approved, just one more click and the operating manual layout will be finalized – this is just one of many ways in which you can speed up work in technical writing with the ST4 cloud-based content management system from Quanos. Using our software, you can create high-quality and consistent technical documentation – and meet your deadlines. Tiresome routine tasks become a thing of the past and you gain time for the work that really matters.

You'll see satisfaction among your customers and service technicians increase, as they'll always be able to find accessible information in your manuals. And because you have a wealth of product data and content, you strengthen the strategic role of technical documentation within your organization.

Any concerns about failing to meet regulatory requirements disappear, and last but not least – your team is noticeably less stressed and able to work on the documentation anytime and anywhere. All of which are great reasons to get your technical writing team set for the future with ST4!

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With ST4, you can increase efficiency, output, and quality in technical writing.

Benefit from these advantages:

Time savings
because you can reuse content and apply automated workflows

Savings on translation costs

Option to publish on various channels
including print, PDF, web, machine controls, and app – fully automated and with no formatting work required

Transparency
when it comes to the storage and publication locations of your content

An overview of ongoing processes,
for example in the approval and translation process

More straightforward, standardized collaboration
with internal colleagues and external service providers

Ability to work remotely
thanks to a modern cloud solution

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More than just functions – how SCHEMA ST4 advances your technical writing

1 Support for writers – to ensure correct language and speed

2 Complete with reliable, easy-to-use text editor

3 Reuse content and benefit from clear version management

4 Create documentation for product versions quickly – with metadata

5 Produce the perfect layout – with no need for programming

6 Online or on paper? Technical documentation across all channels

7 Manage translations with ease – while also reducing costs

8 Label and update graphics – directly and independently

9 Turning many workflows into one – the approval process

10 Automatically exchange data with other systems

More than just functions – how SCHEMA ST4 advances your technical writing

1 Support for writers – to ensure correct language and speed

Modern technical writing support enhances the process for technical writers. Recurring text modules are displayed during typing, allowing the writer to simply accept and reuse them. ST4 also checks texts for compliance with language and formatting rules, and includes terminology management for technical writing needs.

It's also possible to optionally extend ST4 with AI-supported functions for authoring assistance, for example to generate text suggestions or reword existing texts. One example would be the option of turning keywords from a risk analysis into ready-made safety notices.

How you benefit:
The writing process becomes more efficient and typical sources of error are reduced. The outcome is high-quality texts that follow consistent rules.

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What is a component content management system?

XML is a so-called **markup language.** This means that the text is **marked up with tags,** which indicate what the content means (e.g., warning). However, the tags do not show how the text should be formatted. In the ST4 component content management system, **content** (text, images, graphics, etc.), **structure** (headings, body text, image subline, etc.), **and layout are created independently of each other.**

The content is also created **in modular form as individual elements.** This results in numerous advantages, including the **reusability of content** and the **distribution of centrally managed content to various publication channels,** which is also referred to as single-source publishing.

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2 Complete with reliable, easy-to-use text editor

The integrated text editor is optimized for interaction with ST4 and offers you all the functions you need when working on your texts. Paring the tool down to the essentials makes it easy to use and means you won't want to be without it.

ST4 uses XML to combine content, automate layout, and make translations more affordable than ever. Capturing content in XML has never been easier, thanks to the integrated editor – no matter whether you're an XML beginner or expert.
The editor works quickly and impresses with excellent reliability and performance. Importing documents created in Word is very straightforward.

How you benefit: You get to work with an editor that is specially tailored to the requirements of technical writers and you don't need an additional license for a text editor.

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❸ Reuse content and benefit from clear version management

The days of copying and pasting are over – with ST4, you can create content that you're able to reuse at any time for new documentation projects without arduous copying and pasting. And it's all thanks to the modular functionality of the component content management system. Instead of a complete document, you work with individual content modules that are assembled to form the desired document.

Because the content modules are reusable, technical documentation for a new product variant can be created in no time at all. You can see where a specific content module is used at any time and you can implement updates across all selected documents if you wish.

How you benefit: You gain transparency, enjoy complete control over your content, save time, and confidently meet tight deadlines.

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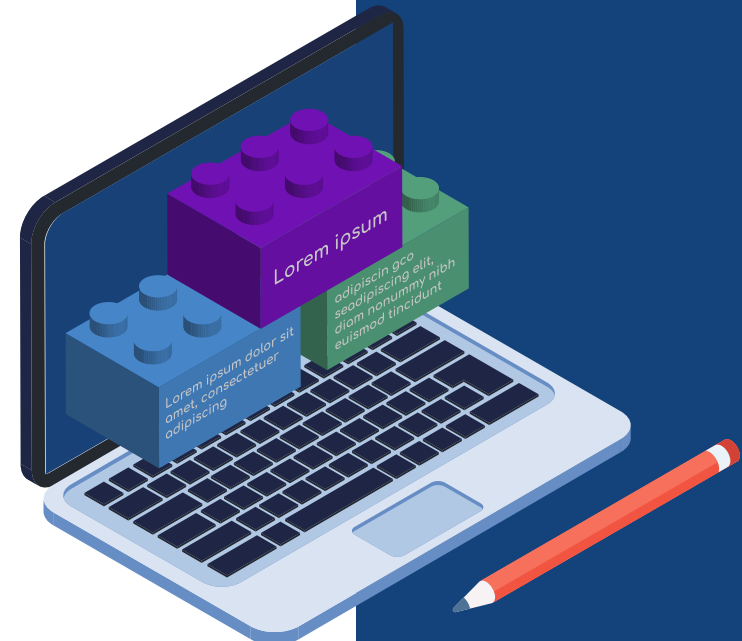
4 Create documentation for product versions quickly – with metadata

Thanks to metadata, you can find content created in ST4 quickly and easily using the search and filter function. But that's not all. You can compile the appropriate content modules for machine or order-specific documentation automatically, while metadata also enables you to tap into new application areas for technical documentation. This includes not only an online service portal with a convenient search function; AI applications such as chatbots and voice assistants also require metadata in order to provide the most accurate answers possible.

But how do you get metadata into ST4, especially if you've already created a large volume of content but haven't input any of this additional information yet, or only very little of it? With the AI Jetpack, ST4 offers a plug-and-play solution for assigning metadata automatically, supported by AI. This allows you to tag even large quantities of content modules yourself (also retrospectively).

+ **How you benefit:**
Metadata in ST4 allow you to work efficiently and mean you are equipped for the future of technical documentation.

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5 **Produce the perfect layout – with no need for programming**

In ST4, you can design layout templates that you can reuse for countless documentation projects; the respective content is then automatically incorporated. The layout of your technical documentation is guaranteed to impress thanks to its consistency.

Following initial training by qualified Quanos trainers, you and your team will be able to confidently create layouts and adapt them to your future needs, making you independent of external support.

+ **How you benefit:**
You reduce your layout work and save valuable time and costs on each operating manual.

6 **Online or on paper? Technical documentation across all channels**

With ST4, you store your content independently of the layout, making it versatile. **Once you have finished working on your text and image content, ST4 creates your publication – for example an operating manual in PDF format, in your saved corporate design.** You also have the option of transferring your content to your website or a machine control system.

Thanks to centralized management your content remains consistent across all channels – even when updates are made. You only need to set up the layout of your content once; after that you can deliver it in multiple formats without any requirement for further formatting.

+ **How you benefit: You keep sources of error to a minimum, publish your content on multiple channels in no time, and meet the expectations of customers and service personnel when it comes to modern technical documentation.**

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7 Manage translations with ease – while also reducing costs

With ST4, you can transfer your text content directly from the content management system to your translation service provider via interfaces. **It's simple to reuse text modules that have been translated previously, meaning ST4 makes duplicate translations a thing of the past. You can quickly see which text modules still need to be translated into another language, as well as those currently in progress externally.**

With the AI Translator integration, you have the added option of sending text content to DeepL. And whether translated professionally or by AI – the texts are subsequently fed back into the content management system.

How you benefit: You significantly reduce your spending on external service providers and speed up the entire translation process.

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8 Label and update graphics – directly and independently

With the integrated Callout Designer, you can number and label existing technical graphics, such as screenshots of software or overview drawings. The system also produces the legend.

You can then submit the labels for translation. If there are multiple language versions, only these text variables change and not the original graphic. This makes them particularly easy to adapt – without the support of a graphic designer. You can also quickly take care of subsequent updates, such as renaming components.
Using the Callout Designer also means you can be sure you are using the same terminology on your labels as in the rest of your text passages.

+ How you benefit: Whether in a graphic or in running text – your language is always consistent. This enhances the quality of your work.

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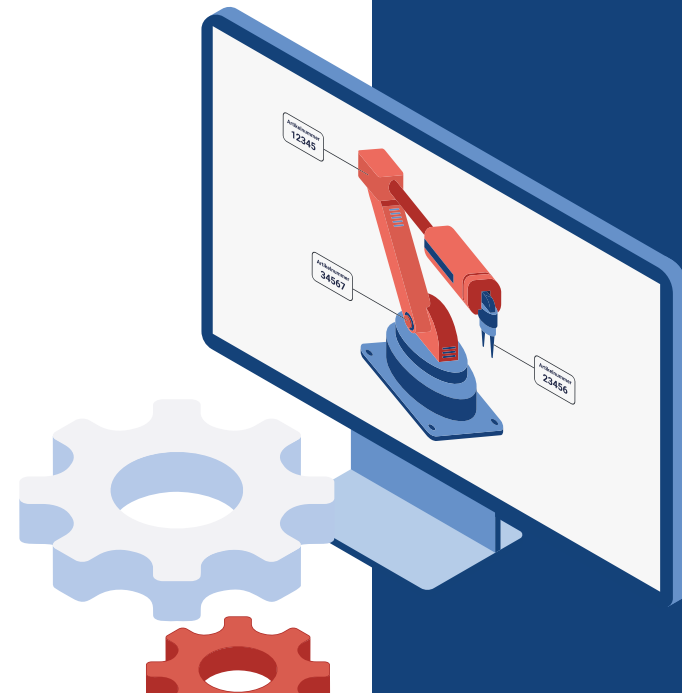
9 Turning many workflows into one – the approval process

Imagine no longer having to print out a PDF or send a Word document by email when you want to submit your technical documentation for review. **Instead, everyone involved uses the convenient approval workflow in ST4.** Every participant is kept constantly informed of the current correction status. As a technical writer, you can find all comments clearly presented in a single document view.

All our customers enjoy the benefits of this integrated approval workflow. Plus, you can create custom workflows that are perfectly tailored to your own way of working.

How you benefit: Workflows reduce tedious routine tasks and optimize the approval process in particular.

10 Automatically exchange data with other systems

ST4 is not a stand-alone software solution. We link it up with other systems in your company so that you can automate data exchange processes – and a whole host of tasks too. For example, your system could trigger a task for the technical writing team when a product is ordered in the ERP system. Or initiate the automatic flow of technical data from the PIM system into the content management system so that it is constantly up to date.
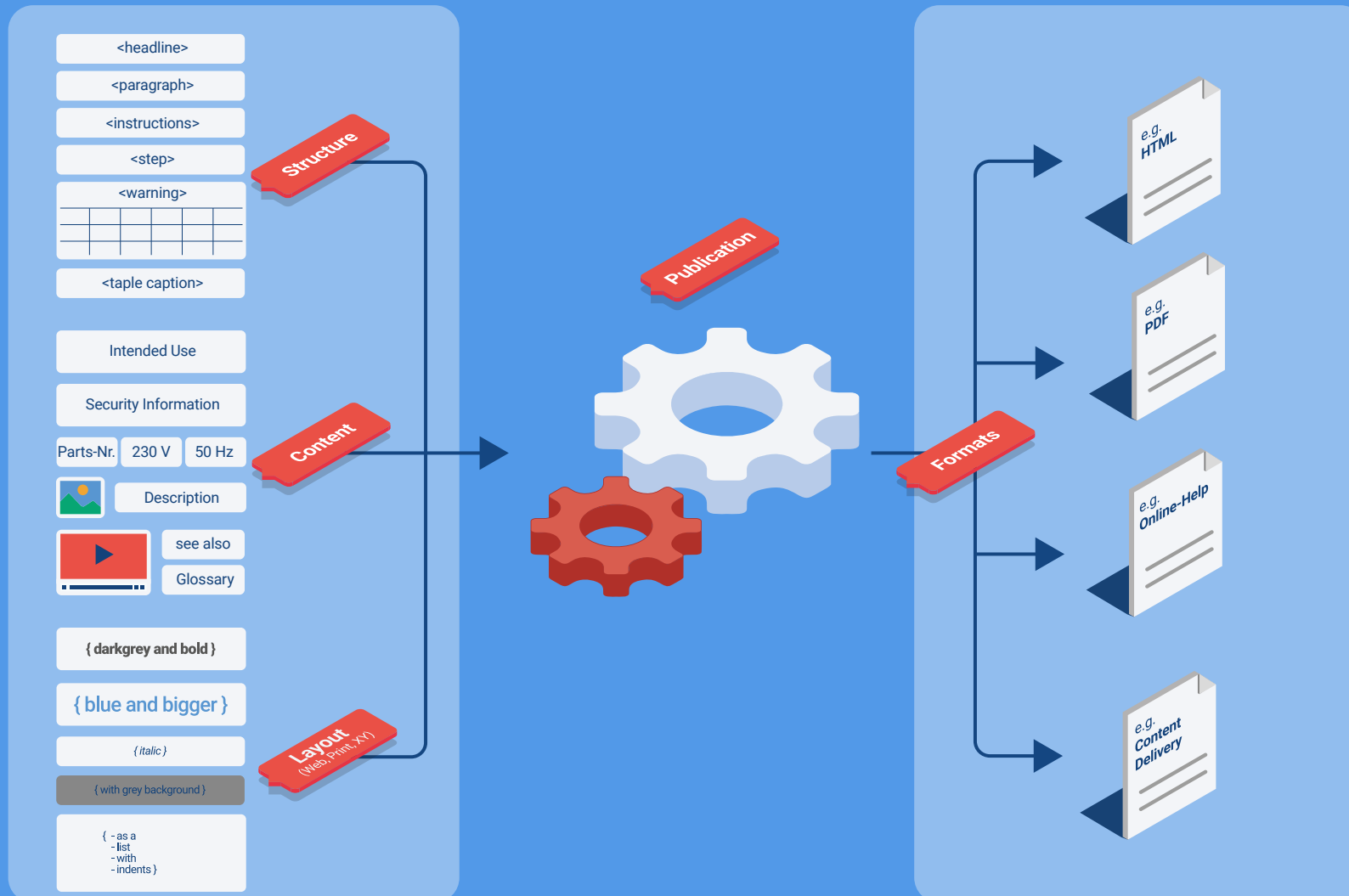
How you benefit: You enhance the quality of your data, while also reducing liability risks. Manual tasks become a thing anspruchsvollere Aufgaben.

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SCHEMA ST4 supports you in consistently adhering to your editorial processes.

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With our training courses, you'll soon be able to use SCHEMA ST4 independently

Our team of trainers will quickly bring your technical writing team up to speed – so you'll soon be using ST4 efficiently once it's introduced and can exploit the full potential of your new component content management system. We build up your team's expertise around our software. This means that you, as the manufacturer, will be able to work autonomously in the long term.

1   Trainers who have walked in your shoes

2   Looking for an introduction to our software, or time for a refresher course? We're here for you!

3   We answer all your questions – in our online manual or individually through our customer support

SCHEMA ST4

1 Trainers who have walked in your shoes

Many of our trainers have worked as technical writers themselves during their professional careers; **they know exactly what challenges you face in your day-to-day work and they speak your language.** During practical training sessions, they address specific use cases and cover content that is relevant to your team.

2 Looking for an introduction to our software, or time for a refresher course? We're here for you!

As well as being there for you during the introduction of ST4, we provide support beyond that if you require. For example, we can assist you with onboarding new team members or conduct a check-up with you after one to two years to further optimize your new working methods. Are your technical writing requirements changing, or would you like to introduce additional publication options? The Quanos training team is happy to provide you with expert support as needed.

We organize our training courses at your premises or at our headquarters in Nuremberg, and we offer e-learning courses to enable flexible learning anywhere.

SCHEMA ST4

3 **We answer all your questions – in our online manual or individually through our customer support**

As a provider of technical documentation software, we know how important good instructions are. As an ST4 user, you'll find all the information you need to use the system successfully in our online documentation – fully comprehensive and always up to date. And if you ever run into problems with the application, our customer support will be on hand to assist you.

Our AI Assistant makes using the online documentation even easier and more efficient: via the chat interface, you can interact directly with the online help and receive well-founded answers to your questions. The AI Assistant only accesses verified content from the online documentation—for reliable and precise support in your daily work with ST4.

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Quanos also supports you with your next steps

Do you want to get started with your technical documentation today and use your content for new projects later? With ST4, you are opting for a future-proof software solution that can be expanded as and when required. Simply supplement ST4 with our cloud-based InfoTwin platform, which optimizes your aftersales and service.

You can get it done with InfoTwin:

1 **Content Delivery:** Make technical documentation digitally available

2 **Chatbots:** Communicate easily with technical documentation

3 **The perfect combination:** Pairing spare parts catalogs with technical documentation

4 **Aided by the assistant:** Working through maintenance and repairs step by step

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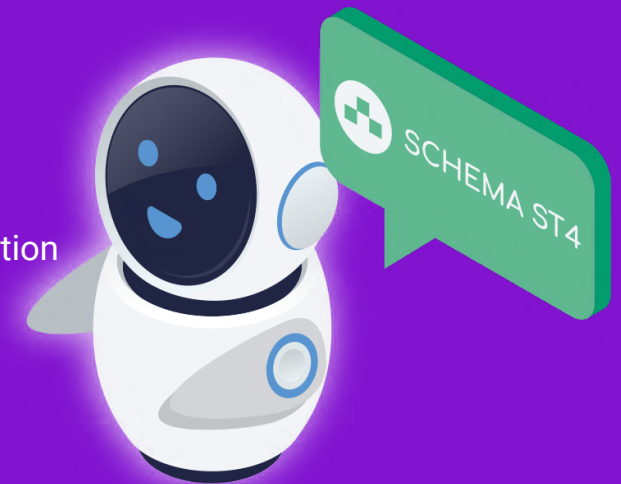
1 Content delivery: Make technical documentation digitally available

Make all information about your products – such as instructions, plans, animated videos, and technical data – available on an online portal for customers and service technicians and ensure that it's always up to date. InfoTwin offers numerous advantages beyond simply publishing on the web; finding the right content is very easy thanks to a powerful search function. And if the service technician has no network connection **that's no problem either, because they can also access instructions and the spare parts catalog offline. In a nutshell: thanks to InfoTwin, efficient installation, maintenance, and repair processes are always possible – regardless of whether they're performed by customers or qualified personnel.**

2 Chatbots: Communicate easily with technical documentation

Give users and service personnel an easy way to interact with technical documentation using a chat interface. **With the AI Assistant, you can find and use information even more efficiently.** To ensure that the AI Assistant provides useful and accurate answers, it only uses content stored in InfoTwin. This content originates from ST4, among other sources.

3 The perfect combination: Pairing spare parts catalogs with technical documentation

Connect your technical documentation with your digital spare parts catalog and create a comprehensive service information system for aftersales and service. This way, it's possible to instantly see how a spare part is installed or removed, for example, while users can also jump directly from the fault description to the order for the appropriate spare part. The upshot is fewer incorrect orders, less downtime, and a service team that has the right information at its fingertips at all times.

4 Aided by the assistant: Working through maintenance and repairs step by step

Ensure that service callouts are a success with interactive step-by-step instructions that are automatically generated based on the technical documentation. The service team can also see the appropriate spare parts and the necessary tools, making it easier to plan their service visits. And thanks to checklists, all tasks can be documented on completion.

We help people understand machines

At Quanos, we develop intelligent software for technical documentation and aftersales & service. We provide the digital tools you need to professionally create, manage, and publish content related to your products. With the help of our software solutions, you can accelerate your internal processes, enhance the quality of your information products, and ensure improved customer satisfaction.

Our team of 300 employees aims to set new standards and help shape the digital transformation. With ST4, our customers benefit from modern cloud software that is continuously evolving and regularly offers new features. In 2023, the Quanos Group brought on board plusmeta – an AI specialist that combines artificial intelligence with technical documentation. AI Jetpack (an add-on for ST4 for automated metadata assignment) is just one of many AI projects that we are implementing together under one roof.

For all companies that explain technology

For over 30 years, more than 1,400 companies worldwide have relied on innovative software solutions from Quanos. Our customers include innovative medium-sized companies and hidden champions as well as global corporations.

ST4 is the ideal software for all companies that want a smart, digital way of managing complex technical information. Companies from a wide range of industries benefit from our content management system, including mechanical and plant engineering, software manufacturing, the pharmaceutical industry, and medical technology.

Unbeatable together – our network of partners

By teaming up with Quanos, you gain access to an extensive partner network of service providers who specialize in technical documentation. **We also work with technology partners to expand our software solutions via interfaces to other tools.**

Your data are in safe hands

Our customers entrust us with sensitive data. As a company based in Germany, we are subject to strict European legislation, including the General Data Protection Regulation (GDPR). **Our cloud solution is also ISO 27001 certified, and our customers' content is stored on servers in Germany. You can rest assured that your data are totally secure with Quanos.**

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References

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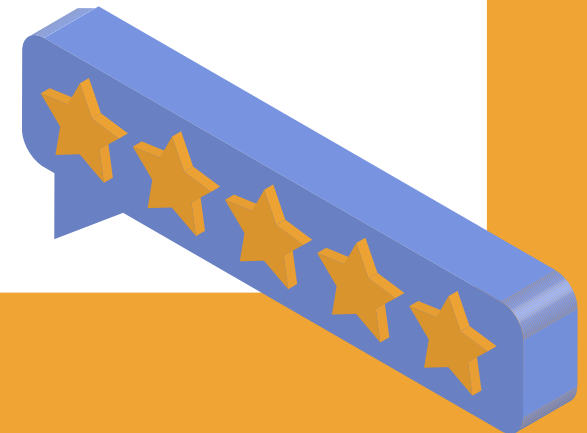
"I definitely wouldn't want to work without a content management system again! There's no more copy and paste, and no more annoying errors when transferring content over. My work now involves less writing and more planning and formatting. The system forces me to create consistent texts, but it also helps me do this. One great side benefit is that I almost never have to get into detailed discussions on how to word things now. I also find the authoring assistant really helpful, as it shows me whether I'm using preferred or forbidden terminology as soon as I enter any text. All in all, SCHEMA ST4 has made my work faster, easier, and more efficient."

Katrin Thelen, bess AG

"Work has gotten so much better for me since I started using SCHEMA ST4. The biggest advantage is that I hardly have to do any layouting at all now. Separating the content from the layout means I can focus on what matters, which is creating the content. But apart from the layout, working with a content management system also saves me an incredible amount of time."

Ulrich Michelt, Bosch Engineering

Bosch Engineering

BOSCH

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"Our work is much quicker and easier now. Version management in particular is incredibly simple thanks to the taxonomies and filters. We've also seen a big reduction in the administrative work behind the system. Going forward, we want to make extensive use of the system's automation capabilities, which we hope will also lead to a significant increase in efficiency."

Sonja Völkl und Jürgen Kellner, Krones AG

"A particular advantage of XML technology is that we no longer have to send finished layouts to translators, which results in significant cost savings when it comes to the translation process because there's no need to revise and check the layout in the foreign language."

Pilz GmbH & Co. KG

PILZ
THE SPIRIT OF SAFETY

"We completed the project successfully as planned and we now have a uniform workflow in the technical writing department for new documents created in the content management system. If we'd continued to work with the previous process chain, the translation costs would no longer have been affordable."

ottobock

"With SCHEMA ST4, we're now able to update existing documents and create new ones significantly more quickly, and we can manage translation processes more effectively. Another big plus for us is that a content management system suddenly lets you do things that hardly seemed possible before, such as creating marketing brochures yourself or even our product catalog, which has more than 170 pages and is updated several times a year."

Christoph Hermanny und Hanno Wagner, XION GmbH

"The switch to ST4 in the cloud was exactly the right step for us – not only to advance the WEINIG Group's digitalization strategy in technical writing, but also to pool resources and optimize group-wide communication. We were able to harmonize our technical writing processes across all sites. All our technical writers work online on the same content, regardless of their location. By using SCHEMA ST4 on the web, we're finding it easier to meet the demands that the digital (working) world places on our technical writing department."

Dr. Rainer Vollmer, Weinig Grecon GmbH & Co

"Digitalization and automation have given us the freedom to create documents around the clock, without even having to do anything."

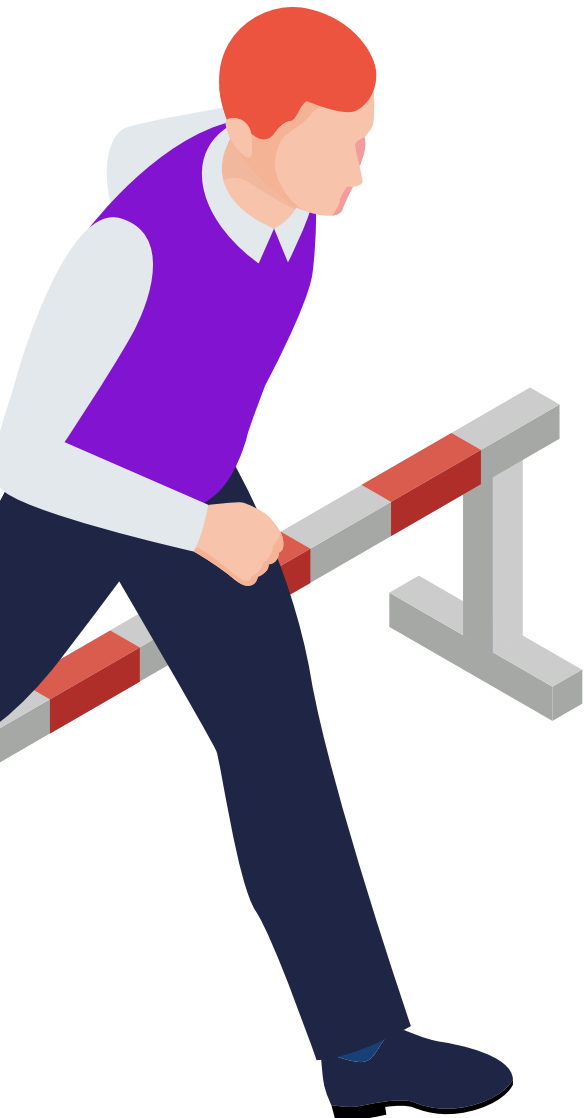*Winterhalter Gastronom GmbH*

SCHEMA ST4

Sounds interesting?
We've got more to show you!

1 **Insights into the software**

2 **You're always in the know with Quanos**

SCHEMA ST4

❶ Your steps to SCHEMA ST4

Insights into the software

Get a first impression of how ST4 works and its user interface by checking out the demo video on our website – there's no obligation. Our consultants will also be happy to present the software to you personally in a face-to-face meeting.

Initial consultation

Would you like to find out whether ST4 could be the answer for your company? Our consultants will discuss your requirements and ideas with you in a half-hour video call, with no obligation. You'll receive an initial evaluation of the potential costs and benefits.

SCHEMA ST4

Showcase

We'll look through the sample documents you provided and map a selection of your test documents in ST4. During a half-day visit to your premises – at no cost to you – we'll demonstrate the capabilities of our software and show you the specifics of how ST4 can be put to use in your company.

Basic training and a four-week trial period

During ST4 Active Day, our trainers will introduce you to the benefits of SCHEMA ST4 and support you as you start to use the application in your work. There is a participation fee for ST4 Active Day, but you can then try out ST4 in the cloud free of charge for a further four weeks. This gives you the chance to familiarize yourself with the software's features at your own pace.

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2 You're always in the know with Quanos

Meet Quanos at numerous industry events!

Join us at conferences and conventions – be it at tekom or other important industry get-togethers. Or visit Quanos Connect. Every year, around 600 professionals and decision-makers from technical writing and aftersales & service meet up in Nuremberg. By attending fascinating presentations, discussions, and live demos, you can learn more about Quanos' software solutions and gain insights into best practices from other ST4 users.

Go directly to the link

Use our in-depth expertise to boost your success!

Our experts share their knowledge of technical documentation and aftersales & service with you on the well-stocked Quanos blog and in white papers on relevant topics that are available to download. **You can find all our webinar recordings in our media library, or register for the next one right away! And if you prefer listening to reading then tune in to our Doku-Lounge podcast,** where Quanos trainer Kerstin Berke regularly meets with thought-provoking guests who talk to her about current trends in technical documentation.

Go directly to the link

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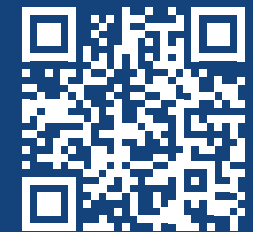
Keep up to date with the Quanos newsletter!

In the monthly Q'sletter we not only inform you about new features of our software – **we also make sure that you never miss an event announcement again and that you receive regular invitations to our webinars.** If Quanos puts out a new white paper, you'll be the first to know and can download it immediately.

Go directly to the link

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Do you have any questions?
We are happy to help.

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