Quanos

12 Questions to Help Find the Right Content Management System

with a checklist for you to complete

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Introduction

Asking specific questions to discover the right Content Management System
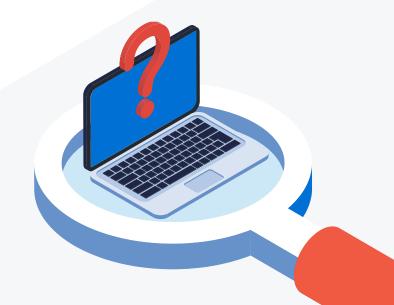
Software manufacturers give interested parties many opportunities to get to know their content management systems, such as webinars or live demos. But which aspects deserve your special attention? And which issues are worth specific probing? We have put together twelve of the most important questions you should ask providers when you are choosing your new content management system.

Yet we are doing more than just tell you the twelve most important questions to ask.

At the end of this white paper, you will also find a checklist to complete, which will act as a useful guide in your discussions with providers.

Stefan Gruber-Barowitsch was the expert at our disposal. Together with his company Congram, the consultant specializes in technical documentation, and helps customers in Austria to plan and introduce the SCHEMA ST4 content management system.

Thanks to his many customer contacts and his years of experience as a technical writer in the corporate world, he knows exactly what you should look out for in the selection process.

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Question 1

What functions does the software include as standard? And which adaptations make it necessary to customize the configurations?

Many manufacturers of content management systems for technical documentation offer their software as a standard solution covering numerous use cases.

This "one size fits all" approach has many advantages:

✔ **By making use of established and proven workflows, you do not have to set up the processes in the technical documentation department yourself. After all, a great deal of developer expertise and a wealth of user experience is already reflected in the software.**

✔ **You know what to expect in terms of price from the outset. Subsequent costs for maintenance can also be clearly calculated. With programming, the cost of**

ongoing software development and roll-out is not always predictable at the start.

✔ **The content management system is quickly implemented and the follow-up maintenance costs are clear.**

✔ **You benefit from the fact that the software will constantly evolve and be optimized.**

A standard solution will not usually be able to cover every little company requirement. This is not a problem, however, as manufacturers generally offer to customize the system to your individual requirements. So during the selection process, check which functions are included in the manufacturer's standard solution, and which chargeable configurations are needed.