



DOKUWERK

Wir schreiben Know-how.

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schreiben Know-how

Know-how. Fairness. Competence.

Technical documentation

Product catalogues

Information management

Translation

Terminology

A black and white photograph showing the silhouettes of five people in a meeting. They are standing in front of a large window with a view of a city. The silhouettes are dark against the bright light coming from the window. One person on the left is gesturing with their hand. The overall mood is professional and collaborative.

Questions serve a purpose.
They point out possibilities.

Our world is developing rapidly. The need for product information is constantly growing, as is the amount of available material. We, too, are evolving with this demand, as the increasing breadth of our array of products and consulting services goes to show. Back in 2003 when the company was founded, we started off writing and translating technical documentation. The business has now grown to encompass a wide range of services. That's why we don't just pick up on the latest developments, we help to shape them: with controlled language, ontologies, master data management, graphic processes, and eLe@ring solutions. The range of topics will continue to grow. We are ready to embrace them.

Good product communication focuses on the benefits of your products, taking the relevant legal requirements, different target groups and the expectations of global markets into account. In this way, it creates a bridge between your products and their users – your customers. Each of our projects is shaped by people, products and challenges. Our aim is to lend them an individual touch and meet industry requirements. We follow your project through to its successful completion. You have our word on it.

Quality and relief in less time. Is that possible for technical editing?
Our performance, your profit.

We produce documentation that conforms to standards, is industry-specific and comprehensible. We systematically follow defined processes using the expert knowledge of our technical editors.

Wherever it makes sense, we apply a XML editing system to manage larger volumes of data and reuse texts, for cross-media publishing and consistent production and translation processes.

We produce certified documentation for your software online and/or in paper form. We guarantee top quality in terms of comprehensibility, correctness and conformity to standards as certified by TÜV.

We link images and text for your electronic documentation and publish in print and online media from a single source. Of course we have the necessary systems ready and waiting for you.

To create compelling documentation, it is essential to fully understand the product and the expertise of the target group that will work with the documentation in future. Our project work complies with the standardized processes of certified quality management. We consistently capture content according to set standards using the Funktionsdesign® method.

We carry out research, develop content, structure, write and illustrate clearly and in detail. We tailor our work to each user. Because compelling documentation is more and more becoming a unique selling proposition.



Which system is the right one for me?
We have the experience. You have the choice.

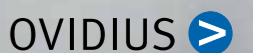
We are experts in selecting, installing and training your staff in the use of high-performance systems to compile, manage and publish product information for your company.

Our services in the area of information management are in line with our procedure model for system installations, but are always individually tailored to you and your needs.

We have extensive experience in helping customers to install both catalogue and editing systems. Whether you are interested in a service, advice or both, we can guarantee you one thing: Our expertise has been tested and approved, because consultation and production go hand in hand at Dokuwerk.

We make information intelligent

With our project experience, our knowledge of the market and a good sense of what is achievable, we help you design your information portal, choose the appropriate system, and accompany you throughout system installation. In doing so, we take into account semantic technologies, innovative methods for information access and, of course, Web 2.0 concepts. Dokuwerk provides you with a sophisticated information management solution that is tailored to your requirements and will add real value to your company.




A product catalogue is one of your most important sales instruments, if not the most important one. This is true for printed catalogues and above all for the internet (focus on up-to-dateness). In addition to the online catalogue version, the data is delivered to e-business portals. Product data are stored in industry standards such as eCl@ss and ETIM. We advise you throughout the design phase, on the content and layout, on the choice of system and system integration, on issues concerning data migration, data modelling and publication formats. Alternatively, we can take responsibility for the entire production process including translating the catalogue on our systems.

In this way, we cut back your workload and save you the cost of installing a new system. At the same time, you benefit from consistent, system-supported catalogue production from one up-to-date data pool.

In addition to our information management specialists, a team of more than 20 experienced technical editors, layout designers and graphic artists at Dokuwerk help to produce your catalogues professionally and fast. They are experienced in producing, updating and publishing product data using state-of-the-art tools, with an eye for data consistency. We generate your catalogues for various media and in all languages.

Do catalogues have to look like they do?
Each company is different. Why not your product catalogue?






Do you want to be understood worldwide?
We make information boundless.

Professional product and corporate communication is not complete without high-quality translation. This must be to the point, delivered promptly and adapted to the local situation in different markets.

We translate your documents, brochures and websites into any language you wish using native speakers and specialized agencies worldwide. In this way, we make sure that your texts are translated correctly, taking local conditions into account. We apply appropriate translation databases for effective translations and make sure that your specific terminology is used throughout.

We manage your translations for you, from planning and coordinating resources right up to proofreading. We create a Translation Memory (TM) or carry out a pre-translation by comparing existing translations. If you wish, we update your terminology. Of course, we do all we can to ensure continuous improvement – by giving feedback to our translators which is then incorporated into the next translation.

Our translation procedures are largely standardized and automated whenever it makes sense. In this way, we can react flexibly to tight deadlines, translate into several languages simultaneously and, if necessary, use several translators in parallel.



Do all of your products speak the same language?
There are different ways of saying the same thing.

Standardized professional terminology ensures that your company's communication functions smoothly and efficiently in international markets. Predefined terminology or corporate wording not only provides for accurate translations, it also enables you to reuse existing terminology if you use a translation memory system. This means that translators no longer need to ask unnecessary questions and reduces the cost of translation.

Consulting in all matters of terminology

We know the typical requirements of tools and systems for checking and managing terminology. We optimize your terminology processes and help you design and maintain a company-specific terminology database: We install terminology management as part of our standardized procedure, taking into account your existing systems, your targets and the state of your technology and methodology. The next logical step towards standardization and systematic quality is to use a Controlled Language Checker. We advise you on the options and the different scenarios for installment.

What's so special about Dokuwerk?
Ideas have space to grow.

Our customers (selection):
ABB STOTZ-KONTAKT
Avaloq Evolution
Bachmann electronic
Bühler
Conergy
Corning Cable Systems
Mercedes-Benz Global Training
Dentsply DeTrey
Fresenius Medical Care
Fritz Kübler
Geberit International
Interroll
Kaeser Kompressoren
KaVo Dental
Lissmac
Multivac
ND SatCom Defence
Putzmeister
Rudolf Haufe Verlag
SICK
Theben
Tridonic Atco
Vetter-Pharma
Waldner Laboreinrichtungen
Zumtobel Lighting

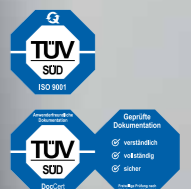
We have customers and projects in a wide range of sectors and are constantly facing new demands. It is our aim to achieve the best possible result for each project. That's why we make sure that our team of employees is exceptionally well trained and specialized in a range of areas.

Over 30 technical editors, XML specialists, information scientists, editors, linguists and graphic designers work to make your project a success.

Whether they are fresh from university or experienced professionals – our employees contribute their know-how and are always willing to learn: from you and your products, from our joint projects and the various demands made on them. Through external qualifications and contact with universities, we make sure that our know-how is always up-to-date.

When a team is working on your project, we always make sure that you have one contact, who has the job of ensuring that everything runs smoothly. Fairness towards each other and an in-depth understanding of your products are part of our philosophy. Because for us, trust is the sum of experience and success.

Dokuwerk has certified quality management in conformance with ISO 9001:2000. That means we carry out our projects according to standardized processes. In doing so, we constantly strive to improve them. In addition, our editing processes have been awarded the DocCert certificate by TÜV Product Services. This certification accompanied by regular audits guarantees that the technical documentation compiled and written by our technical editors is complete, safe and easy to understand.





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When do we get to know each other?

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