TerraXML *Intelligent Decisions With Intelligent Data*
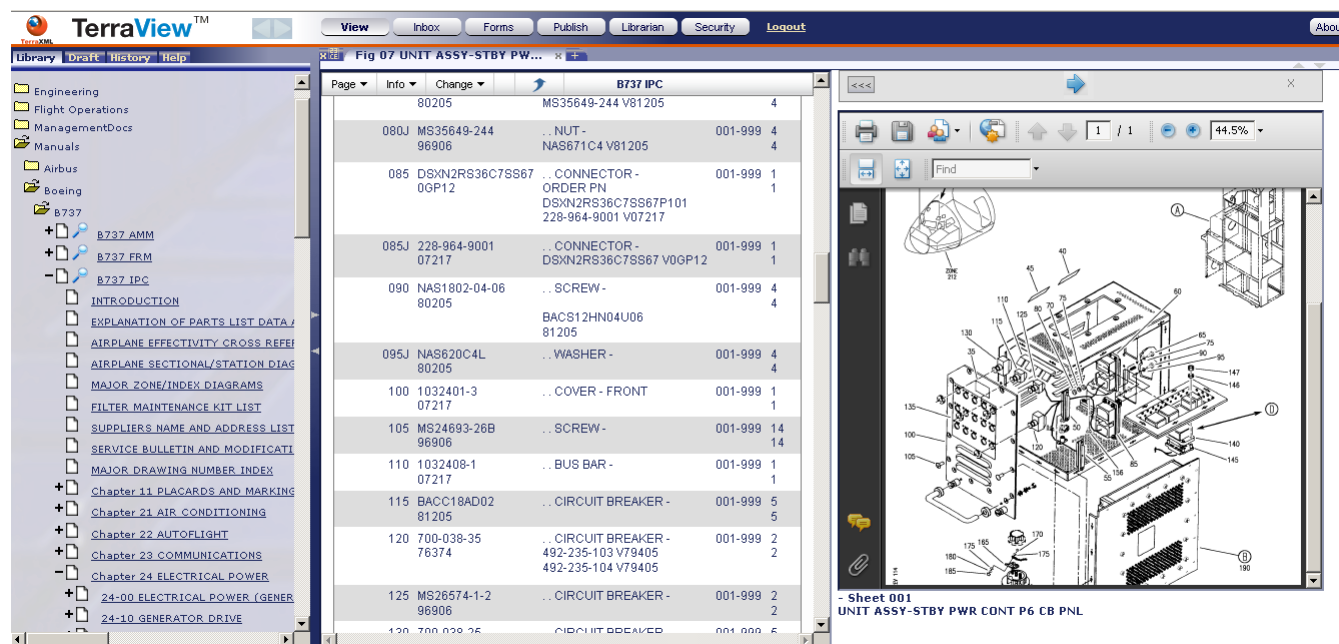
TerraView™ FAQ

What is TerraView?

TerraView is the state of the art in technical document management and change control. It supports all major document types (PDF, Office, SGML/XML) and formats (ATA 2200, S1000D, DITA, Docbook, custom) in an easy to use web based tool called TerraView.

TerraView provides built in security, workflow, publishing and context aware search, providing unmatched performance and capabilities.

Who Can Use TerraView?

Any organization that needs to manage diverse documents and updates can improve visibility, readability and management of their content using TerraView. The types of industries are limitless but can include:

Health Care	Trade Groups	Military
Government	Standards Bodies	Insurance
Legislative	Manufacturers	MRO
Regulators	Transportation	IT

What Can I Manage in TerraView?

TerraView can be used as a single portal for many different types of content and usage, such as:

Operation Guides	Manuals
Parts Catalogs	Work Cards
Product Literature	Training Videos
Online Forms	Engineering Drawings
User Guides	Online Help

Why Should I Use TerraView?

TerraView provides state of the art content management in an open format that is highly customizable to the needs of any organization. Some key reasons to use this tool:

- It will **dramatically drive down costs** of document management, translation, compliance and publishing.

- It will **pay for itself** within weeks or months.

- It has a **simple and intuitive web interface** to view, search and manage content. It takes little or no training to use effectively.

- It is **easy to add content and graphics** or change existing content, often within the TerraView web browser itself.

- It is **flexible** to create customer specific document types and workflows.

- It is **easy to install and administer**. It is designed for simplicity to administer and will fit into any corporate, government or military environment.

- It can be configured to **fit any customer environment** and requirements.

- Solutions can fit **any size organization and budget**.

- It can **work with other related systems** such as ERP and planning systems.

A key feature in TerraView is the ability to allow any authorized user to add and edit content directly on the Web without additional tools. Multiple people can manage content within a TerraView site. They do not need to know anything about HTML or XML to update their site since an online forms based WYSIWYG editor (What You See Is What You Get) is included for formatting text and related graphics. There is no need to upload your documents with hard to understand FTP (File Transfer Protocol) programs. Just Import and Publish your content and your content is online for everyone to see in the TerraView web portal!

For some more complicated and structured content can also be edited with additional tools like XML editors than can preserve and improve the content. This can often be quicker and more flexible for larger documents such as parts catalogs and manuals with a lot of instructions and sections.

What Data Formats Can TerraView Handle?

TerraView is designed to handle many kinds of document formats and media. There is no reason to standardize on any one type. If one is not already supported, it can be added to the list by TerraXML as part of any customer implementation.

Media Format:	Data Format:	Graphic Formats:
PDF	S1000D	JPG, PNG
Office	DITA	CGM
SGML	Docbook	TIFF
XML	ATA 2200	Video
MultiMedia	Unstructured	Audio
	Industry Specific	
	Customer Specific	

What are the Key Features of TerraView?

Here is an overview of just some of the features included in TerraView:

- Complete XML database engine allows all content and metadata to be searched in context;
- Single browser interface for all users and document types;
- Internationalization of all content (any UTF-8 character set);
- Localization of user interface (can be translated into any language);
- Edit and manage important content and analysis forms within a WYSIWYG browser form;
- Protect content viewing and editing to selected groups and roles;
- Upload all media types (images, documents) and published using browser;
- Fully customizable forms for most heavily used data and review processes;
- Simple but powerful templates for many common document types;
- Customer can choose any folder structure desired to arrange and manage content;
- Page caching mechanism to improve performance;
- Runs on open source and proprietary CMS's or no CMS at all;

What is a CMS?

A Content Management System (CMS) is an application you run on your server to help manage documents received and the changes made to them. A good CMS should be flexible, unobtrusive and help control content during its entire life cycle. It should provide you with tools to organize content (folders), describe content (metadata), secure content (groups/roles), keep history of all versions, provide workflows for changing content and provide backups and performance. It should also provide tools to make repetitive things less repetitive, like receiving service literature or new revisions of existing documents.

Is TerraView a CMS?

In many ways, yes! TerraView uses an XML database that can function as a standalone CMS to some degree. This can be a very cost effective solution for smaller organizations. Many traditional CMS's are not designed to present the content in its final form for end users. For example, most styling and transformations (e.g. to HTML and PDF), hyperlink filtering/resolution and search indexing are not generally part of a traditional CMS but are all part of the published TerraView content.

Certain other functions are best left for traditional CMS's. For example, creating custom and complex workflows is best done using the rich workflow tools within CMS products like Documentum, Windchill or Alfresco. For customer implementations, TerraView can be configured to work with a number of popular CMS tools to leverage their audit control, security and workflow features.

What CMS does TerraView Support?

TerraView started with a primary focus using PTC's Windchill, a CMS popular with manufacturers like Boeing, Caterpillar and HP. TerraXML quickly learned that not one CMS will fit every environment. Some customers already have investments and corporate standards using others like Documentum or SharePoint. As customers come on board with TerraView and request integration with various CMS's the TerraXML development team will work to integrate customer preferences in CMS into their installed TerraView.

Planning and development is underway in various stages to support some of the most popular CMS, such as:

PTC Windchill	Popular with manufacturing and includes robust configuration management and engineering workflows
EMC Documentum	Popular in many industries, from pharmaceuticals, health care, commercial aviation and insurance
Microsoft SharePoint	Popular collaborative tool from Microsoft that is partly a CMS and partly a web site development tool, wiki builder, file manager and business intelligence tool
Alfresco	A popular open source CMS that can be very useful to keep licensing costs affordable when there are thousands of heavy or light users

Customer needs and schedules will determine the extent and timeframe of support for any particular CMS option. Discuss specific customer requirements with TerraXML.

How Can TerraView Support Multiple CMS?

It's not easy and one of the main values to using TerraView. After recognizing the need and business value of supporting many CMS options, including no CMS, TerraXML has architected TerraView with an abstraction layer so that services from different CMS can be integrated into the product while maintaining the core TerraView publishing, editing and workflow features regardless of the underlying CMS.

Is it Possible to Produce Print and E-Media from the Same Source Data?

Not only is it possible to produce print and electronic media from the same XML source data, it is critical to the success of today's information management tools and to the programs that use them. With the evolution of output to other devices, such as portable display devices and handhelds, it is increasingly important to be able to produce various output formats from a single source of authored information.

With any XML solution, the added value to customers is in the source information, enabling the authors to focus on writing technical information, and leveraging tools to handle composition tasks. TerraView applies software for content creation, editing, management and multi-channel publishing. TerraView has the ability to rendered output in multiple formats, such as PDF, HTML, and Web. Much of the style definitions for online and print are contained in the same source so that maintenance costs are reduced and uniformity between online and print is heightened.

XML technologies in TerraView can be used to produce outputs consistent with the display or print requirements. For example, you may have high-resolution black and white images for print, and low-resolution 256 color images for electronic media. Handheld devices for field usage may have different form factors that require different display and manipulation methods. Keeping the underlying content in XML allows intelligent search and filtering for online presentations such as browsers and handhelds.

What are some ROI Metrics for TerraView?

Actual ROI metrics and cost savings will always depend on specific customer implementation options, content characteristics and system utilization. For example, if a customer currently prints and distributes extensive content and periodic updates, there are huge costs associated with doing that, which is eliminated by providing online access with print capabilities. Here are some areas that can be achieve dramatic cost savings using TerraView modules and processes:

TerraView Feature	Potential Savings
Smaller overall costs than separate or proprietary systems.	$250,000 to $1,500,000, depending on customer choices
Lower maintenance costs due to reduced number of software components.	20% of total software costs, can be $50,000 or more per year
Reduced training due to simplified tools and interfaces.	Training hours reduced to nearly 0.
Easier to show compliance of controlled documents since documents are maintained in the central server.	Reduce fines for noncompliance to $0
Improved system usage, efficiency and accuracy in high volume activities such as part lookups and form entry	Up to 50% reduction in time spent researching content and inputting changes or analysis activity
Lower process administrative costs of maintaining smaller number of systems and reduced number of data locations.	25-50% reduction in staff time required to process content.
Reduced number of manual, paper-based procedures.	Could save hundreds of thousands of dollars in productivity gains and reduced paper, printing and distribution costs

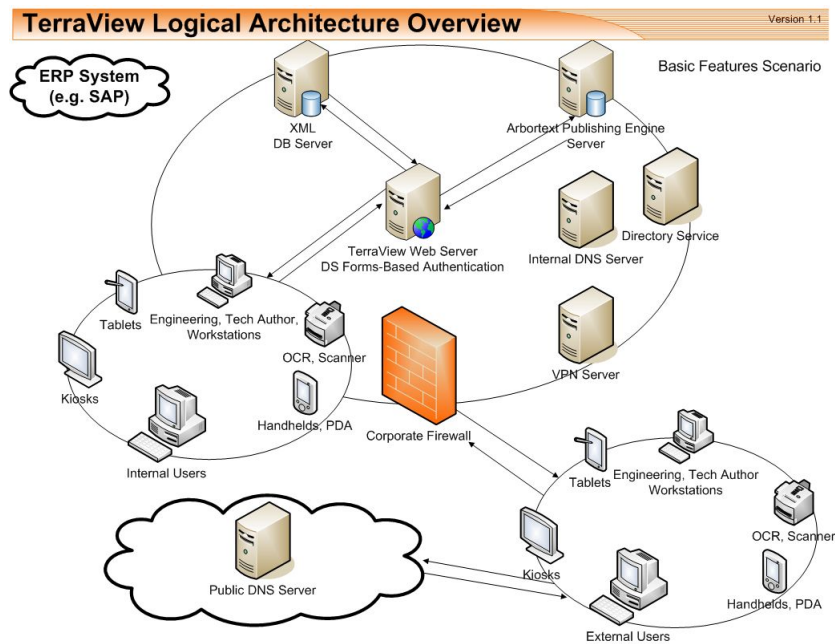| Better service-level availability due to reduced complexity of systems and integrations.	Unplanned outages and backup manual procedures virtually eliminated.
Quicker implementation of new content and changes based on them.	Content published in minutes and reviewed in hours vs. days in older systems
Overall reduction in the total cost of application development and maintenance due to a product based approach vs. a home grown custom solution.	Product based solution 25% of the cost of home grown solutions with ongoing enhancements and support

What are the System Requirements?

TerraXML understands that every IT organization is different and has distinct preferences and rules on applications. TerraView has been designed with a small installation footprint as Apache/Tomcat services in a normal web farm, which promotes easy acceptance and administration. CMS installations vary depending on the CMS chosen.

Server size and storage capacity depend on the amount of users and documents being managed. Initially, existing servers often are sufficient to get started. TerraXML can help estimate and bench mark various configurations once a customer's requirements and actual choices are made.

Here is a *sample* configuration, showing the small size of the installed base needed to support TerraView:

Sample TerraView Configuration

TerraView Logical Architecture Overview — Basic Features Scenario (Version 1.1)

Who is TerraXML?

TerraXML personnel have been working with XML and content management technologies within the Transportation and Federal Aerospace and Defense sectors since 1990 and have in-depth knowledge of Airlines, MRO, health care and government document types and procedures.

The Enterprise Content Management (ECM) market that TerraXML supports includes technologies for business process management, compliance management, document management, dynamic publishing, document archival and retrieval, knowledge management, records management, and Web content management. Within the ECM market, TerraXML focuses its development on a subset of solutions that optimize the development of dynamic publications, such as those associated with technical manuals, service documents and regulatory and compliance data sets, as well as government and financial document publishing and content management.

How Can I Contact TerraXML?

TerraXML can present the tool and its latest updates via web conference or face to face, using customer supplied data and documents when desired. Some features will generate feedback from the customer to deliver a custom solution that meets specific business environment, forms and work processes. For example, matching the roles and group members with existing organizational groups, making sure workflows are targeted to the right groups, ensuring forms appear as much like existing paper documents as possible, determining which fields can be pre-populated and how. Ask TerraXML for more information about how the tool can be customized for individual operator use.

Please contact TerraXML to discuss how TerraView can improve your operation and return its investment within a few short months. We can be reached at any of the following locations:

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