

CATERPILLAR: AN ICM SUCCESS STORY

CUSTOMER SITUATION

Caterpillar is the world's leading manufacturer of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines, and is rated 57th on Fortune's annual ranking of America's 500 largest corporations.

In 2001, the construction giant needed to convert its engineering and manufacturing documentation from Interleaf, a legacy publishing program, to Microsoft Word. Along with this conversion, the company needed assistance in developing its document standards into templates and style guides for the new Word formats.

SOLUTION

First, the ICM team set up a secure file transfer process so files could be transmitted back and forth in a safe environment. The team then developed new templates and style guides according to Caterpillar's existing standards. Finally, they converted Caterpillar's engineering and manufacturing documents from Interleaf to MS Word. Some manuals existed only in paper format; these were scanned, OCR'd, and converted to MS Word.

The conversion included text, as well as tables and graphics. Tables and graphics were cropped, cleaned, and made into TIF images that are stored in a database and available via links inside the Word documents. This reduces document file size so that opening, editing, and viewing the manuals is faster. It also makes revision of tables and graphics more efficient, as they only need to be changed in one place and not in multiple documents.

The ICM team finalized each manual by creating all the elements necessary for complex documents such as a table of contents, list of tables and illustrations, and indexes. They performed a quality check to make sure all the details were correct and consistent, including cross references, numbering, and logos. The ICM team converted 8,500 pages in six months.

BENEFITS

In-house staff tasked with updating manuals often get interrupted with core business jobs that are more timely, causing the effort to become costly and drag past deadlines. By allowing ICM Document Solutions to handle its documentation needs, Caterpillar saves time and is able to focus on their core business.

ICM managed the entire project, eliminating the need for Caterpillar to hire, train, and devote staff to areas outside its core business. ICM is able to devote the needed personnel, at varying skill and compensation levels, to complete the work quickly and efficiently.