



Case Study on a Confluence Wiki Project for a Healthcare Firm

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Background

Commenced in 1998, **XXX Healthcare** is one of the leading Healthcare IT Products and Services Company which has built a robust, feature rich suite of products to deliver significant value to the stakeholders of the healthcare industry. The Tech Pubs team approached Blue Dots for a requirement for **Implementing Confluence Wiki, integration with Jira, Developing Technical Documentation in Confluence Wiki and training to the tech pubs team** for effective product **documentation** solutions. Blue Dots Consultancy Services was extremely delighted to offer its services and be a partner in realizing the vision and objectives of the program. With its **deep expertise** in Advisory Services, Technical Writing, Content Life Cycle Management, Documentation Management, Training and Capability building, Blue Dots is uniquely positioned to deliver excellence and create success for this program.

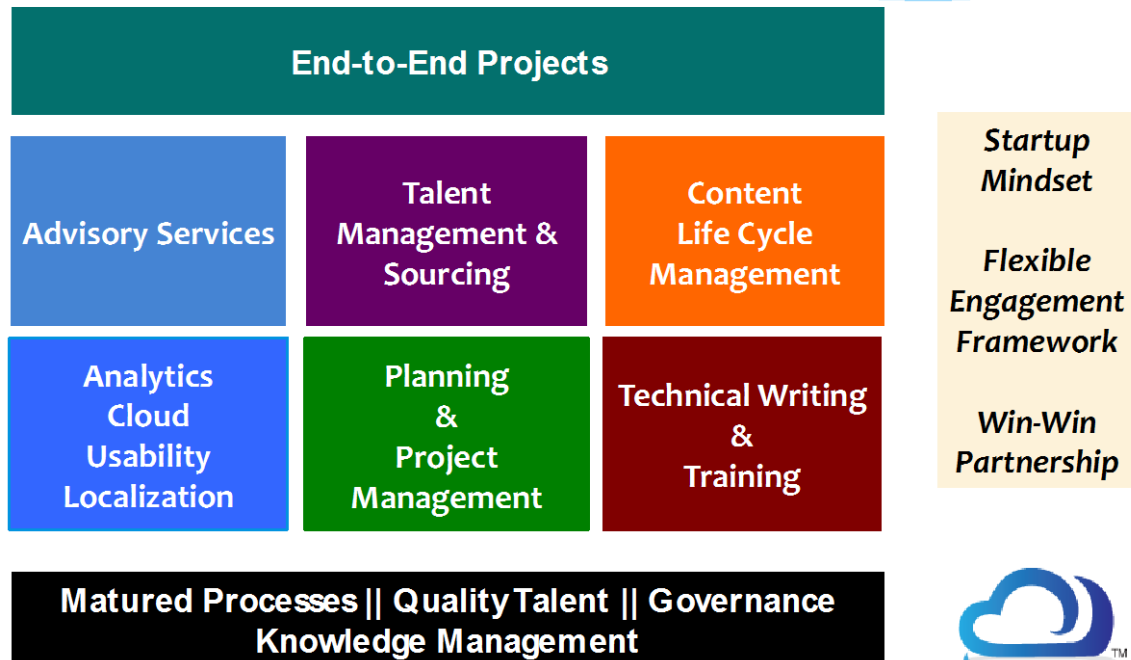
In this document, any reference to “I”, “we”, “us” and “our” identifies the service provider (Blue Dots Consultancy Services) and “you”, “your”, “they” and “their” refers to the customer, XXX Healthcare.

Blue Dots Consultancy Services – A Brief Snapshot

Pioneered in the year 2014 and based out of Bengaluru (India), Blue Dots Consultancy Services is one of the **agile** and **just-in-time** Consulting startups that creates innovative solutions for **solving** critical **business** problems faced by the Content management and Documentation industry. Coupled with exceptional **customer centric** mindset and the **hunger** to create success for the eco system, Blue Dots believes that it can create **disruption** in the industry and create its **niche**. Hardly a few months into operations, Blue Dots has already **delivered** a good number of **successful** projects and is in discussion with a few large customers. *Please visit www.bluedotsconsultancy.com for more details.*

Below is a snapshot of our capabilities and we will be happy to discuss in detail with you.

Vertical Agnostic Capabilities



Project Scope for XXX Healthcare

By assessing the vital parameters of the products, Blue Dots understood the requirements of the Clients. The client was using Microsoft Word as authoring and RoboHelp as publishing tools. The tech pubs deliverables were in PDF and XML. Following were some of their requirements:

- Content collaboration amongst their teams (including Tech pubs, Sales and Marketing, Development and HR)
- Single Source publication (PDF, HTML and XML)
- Technical documentation on Confluence Wiki
- Developing public and private pages and sites
- Community area for events, blogs, feedback section, favourites and polls
- Administration
- Central Repository System
- Jira Integration for bug tracking and much more.

We provide comprehensive solutions for their requirement using checklists and other assessment tools in comprehending the loop holes and resolving the issues with better documentation processing and deliverability. Towards the end of the project, the client had a good understanding of the best practices required for your product documentation using Confluence Wiki.

Project Implementation

Blue Dots required 7 days of prior notification from the XXX Healthcare team before the commencement of the assessment period and an approval of the SOW. We were also provided with an On Demand single user subscription of the Confluence Wiki for the project duration only.

Blue Dots provided the following solutions with couple of stages detailed below:

- ✓ **Getting Started with Confluence Wiki:** After the initial round of meeting with key stakeholders of the project, we went ahead and set up the confluence wiki site. The Client had procured **On Demand Confluence** subscription for 10 users hosted on Cloud. They had assigned one user subscription (administrator) to us during the period of the project.
- ✓ **Using Confluence Wiki as Central Repository:** The client wanted the entire company documentation to be in a single database that allowed easy collaboration with granular access/restrict permissions.
- ✓ **Site Administrators and their permissions:** All site administrative functions are performed from the Administration Console during this period.
- ✓ **Space Administrators and their permissions-** All space functions are performed from the Space Console during this time.
- ✓ **Users and Groups:** This was on going tasks but the initial period of adding users and then showing to the client how to add and edit users and groups.
- ✓ **Templates:** Based on the client requirement we created Space and Global templates. These page templates were available to the client via the space administration and Confluence Administration Console.
- ✓ **Developing Technical Documentation on Confluence Wiki:** This section/task is intended for clients who want to develop and publish technical documentation on Confluence Wiki. The steps in this included adding a space with a documentation theme, access permissions to users/groups, customizing the documentation theme, creating the library for reusable content, importing media files, creating the table of contents, creating content and all.
- ✓ **Sharing Content:** In this section, we provided the client with number of ways using Confluence Wiki for them to notify users about content that may be of interest to them. It includes adding network, following user, Likes and Popular Content and all.
- ✓ **Finding and Organizing Content:** In this section, we helped the client with the search and how to organize the pages.
- ✓ **Working with Blog posts, Space and Confluence Labels**
- ✓ **Customizing Confluence:** The client had certain customization requirements in the aspect of Confluence Space, personal profile and homepage, specific users of Confluence, RSS feeds and all. All this were taken care of in this stage.
- ✓ **Exporting and Printing Technical Documentation:** In this section, we had the pages exported to PDF, HTML and XML output. You can configure Confluence Wiki pages to have published outputs- PDF, HTML, Confluence specific XML, DOC Book XML (via add-on), MS Word, (via add-on), Eclipse (via add-on), EPUB (via add-on)

- ✓ **Integrating Jira and Confluence:** In this stage, the client wanted us to show how to integrate Confluence with Jira. We showed them right from Confluence page creation to links creation in Jira page.
- ✓ **Training:** Conducted three days onsite training for the tech pubs team on Confluence Wiki.

ROI

- ✓ Product documentation creation and deliverable has increased by 30% for a team of 10 tech pubs members.
- ✓ Meetings are now recorded and quickly inputs can be in real-time.
- ✓ A global Knowledge based portal has been set up and accessed by the entire company and customers addressing common requests of the customer support reps.
- ✓ Linking to Jira has given the flexibility for team to view and get regular update on the bugs right from the Confluence Wiki.
- ✓ Collaboration within the team has been increased by a rapid 50%
- ✓ Development teams use the wiki for documenting, discussing, tracking product requirements thereby increasing the productivity by another 30%

Lead Assessment Consultant

Rajdeep Gupta is the CEO and MD of Blue Dots Consultancy Services based in Bangalore. Prior to starting Blue Dots, he was with Author-it Software Corporation as Business Development Manager (South Asia). He has worked in leading IT Companies like Infosys, Misys and Xora as Tech Pubs Manager and Trainer.

A former Society for Technical Communication (STC) **India President** and been awarded the **DCSA** award in 2013, Rajdeep has worked on Technical Documentation projects , mentored students and runs successful training on DITA, XML, S1000 projects and Cloud Assessments. Blue Dots Clientele includes ABB, Author-it, Senzit, Contented and a few more.

For further information regarding Blue Dots, or if you should have any questions regarding this case study, please contact:

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