

# Update Manager

## Updating of Catalogue CDs via Intranet or Internet

### Brief description

Update Manager is an additional solution to the spare parts catalogue software PARTS-PUBLISHER. With this tool you may update catalogue CDs via the Intranet or the Internet. Use the Update Manager to update your catalogue CDs already in circulation and eliminate the need to distribute new CDs when data updates are made.

### Method

Data changes or additions are entered into the central catalogue database of PARTS-PUBLISHER (manually or via direct data import from connected systems, e.g. from

and/or new data as deltas and provides them on a server for downloading.

**Catalogue users:** Authorised users of the catalogue CDs (dealers, after sales service employees, customers etc.) with Internet access may download the update data provided on the server and update CD catalogues containing old data. Importing current data requires just a few mouse clicks. The Delta Update assures that only modified data are moved and download times are minimised as far as possible.

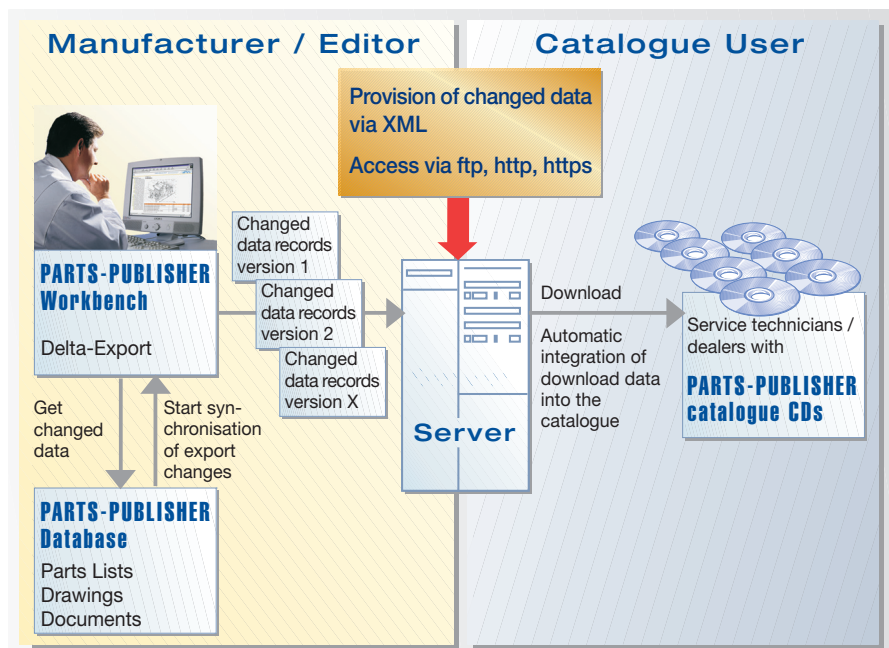
Downloaded data are automatically integrated at the right point in the catalogue. The update status of the catalogue CD is taken into

### Updates/changes may include:

- Catalogue structure
- Master data
- Parts lists
- Documents
- Drawings
- Software
- Spare parts data (e.g. change notes, new products, changed parts)
- Service information (e.g. service manuals, upgrade information, firmware updates)
- Service notes/service bulletins (To update service bulletins, Update Manager is used in interaction with the Knowledge Manager software. See handout „Knowledge Manager“.)

### Features

- Import updated catalogue data in the CD catalogue
- Provide update data from a central catalogue database (via the PARTS-PUBLISHER Workbench)
- Distribute update data by Internet via HTTP, HTTPS or FTP
- Configure Proxy use
- Update both spare parts catalogue and descriptive documentation
- Adjust sequence of data versions. Catalogue users may choose whether updates are to be imported sequentially (consecutively, in chronological order) or whether certain updates are to be imported first without following the chronology.
- Mark of updated data in the CD catalogue



the ERP system). To integrate these updates into catalogue CDs already in circulation, Update Manager offers the following procedure:

**Catalogue editor:** Starts automated synchronisation of the new and old data in the catalogue database. Exports modified

account when importing new data. If earlier data updates have not been downloaded, this is indicated and it is ensured that the latest version of the data is integrated into the catalogue CD. Updated data is automatically marked by an icon in the catalogue and is therefore immediately recognisable as modified or new data.



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## Improvements by using Update Manager

	<b>Before:</b> (Without Update Manager)	<b>After:</b> (With Update Manager)
<b>Catalogue editorial department:</b> Provide current data point-and-click	Data changes or complements of catalogue data cause the creation and distribution of new catalogue CDs. The out-dated CDs are rejected.	Circulating catalogue CDs are not to be rejected when data changes or complements are necessary. Catalogue CDs are updated by data download- and data synchronisation realtime and globally.
	Costs incurred by updating catalogue CDs: <ul style="list-style-type: none"> <li>• Production of new CDs, DVDs</li> <li>• Material costs (CDs, DVDs)</li> <li>• Distribution of the CDs, DVDs</li> </ul>	No costs for the production and distribution of new CDs or DVDs.
	Updating cycles are kept as long as possible to avoid costs and effort.	Short and need-oriented updating cycles because of minimal costs.
	In the case of smaller catalogue changes or complements single documents are distributed (electronically or on paper). No integration in the catalogue.	All changes and complements are automatically integrated in the catalogue by downloading update data.
<b>Catalogue users:</b> Access to current catalogue data point-and click	Change notes are filed (or misplaced) individually by the catalogue user and may not be taken into account when service is performed.	Data updates are reliably perceived and taken into account as they are located where they are required when service is performed: In the spare parts or service catalogue next to the assembly, spare part, wearing part or repair kit relevant for the service case.
	Though change notes etc. exist, it is not ensured unambiguously that the available note is the newest.	Update manager ensures that always the newest information comes to bear in the catalogue. When importing new data the software considers the update status of the catalogue CD. The system notifies if previous updates were not carried out and ensures that the newest data is displayed in the catalogue. Former information is callable additionally.
	Delays or mistakes due to out-dated catalogue data: <ul style="list-style-type: none"> <li>• Queries to manufacturer</li> <li>• Ordering errors</li> </ul>	Up-to-date data available anytime improves quality of service and customer satisfaction. <ul style="list-style-type: none"> <li>• Less orders</li> </ul>

## Benefits

- Save costs (material and distribution costs)
- Improve up-to-dateness of catalogue CDs

## References

- Carl Zeiss, Germany (Medical technology)
- CLAAS, Germany (Tractors, harvesters)
- Coca-Cola Enterprises, France (Beverage industry)
- EOS Electro Optical Systems, Germany (Laser sintering systems; combined use of Update Manager and Knowledge Manager)
- Konecranes Heavy Lifting, Germany (Cranes)
- Perkins, Great Britain (Engines, generators)
- Philips Medical Systems, Germany (Medical technology)

*"Globally 450 service technicians work with our service DVDs. They are updated 12 times a year via Intranet. This is how we save up to 28,000 €, which would be the amount for reproduction and redistribution of the DVDs."*

Michael Maurer,  
Head of Documentation,  
Carl Zeiss Industrielle Messtechnik GmbH

*"About 5,000 users globally use our spare parts catalogue both online and the offline DVD. The DVDs are updated weekly by delta updates via the Internet. That is how we constantly keep our spare parts catalogues up-to-date. And also we save substantial costs that would arise if we had to re-generate and re-distribute the DVDs."*

Hans-O. Grunwald,  
Head of Technical Documentation,  
CLAAS KGaA

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