

# Innovasys Case Study: PreEmptive



<http://www.preemptive.com/>



<http://www.innovasys.com>

## 1 Introduction

PreEmptive® is a market-leading vendor for Obfuscation and Licensing tools / solutions, providing a wide range of tools and solutions for these purposes. Clear and concise end user help is an integral part of their provided services ensuring successful and productive implementation by their clients.

Recently PreEmptive® decided to refine their help and documentation workflow and after an evaluation period chose HelpStudio. The ability to create multiple output types from one easily maintained project using Build Flags and Profiles was considered essential. Localization was a key area for which HelpStudio offered comprehensive support.

The outputs produced by PreEmptive® are:

- Help Help 1.x CHM (For end user help shipped with their various solutions)
- Help 2.x HXS (For Visual Studio 2008 integration)
- Adobe PDF (For hardcopies and internet download)

HelpStudio provides a single environment with which to manage the content for multiple products using various output types and various miscellaneous documents.



## 2 Workflow

The previous documentation workflow at PreEmptive® included a complex mix of several different tools and procedures. The introduction of HelpStudio has enabled a simplification to a single tool (HelpStudio).

Topics are created / imported and modified using HelpStudio.

The documentation activity at PreEmptive® typically involves:

- Creating one project for multiple outputs.
- Authoring Topics to provide end users with detailed assistance.
- Using Build Flags and Build Profiles to include content in the correct output.
- Creating and updating an extensive index.
- Using Widgets to embed dynamic images within Topics.
- Embedding sample code that can be copied with one click.

The documentation for PreEmptive's® DotFuscator product alone contains 1,155 Topics which are easily maintained using HelpStudio.

### **Quality Assurance.**

The HelpStudio Link and Spell checkers are used to locate and fix typos and errors ensuring error free documentation.

## 3 Benefits

- The ability to import existing content into HelpStudio, allowing PreEmptive® to use one tool instead of many different tools.
- Replacement of a complicated workflow making the creation of help a much more streamlined process.
- Reduction of time and cost involved in creating and maintaining documentation.
- Single source Localization removing the need to put each translation through the same workflow.
- Import and Export of translatable content, including a Localization report to accurately track changes and the Localization workflow.
- A feature rich authoring environment allows writers to concentrate on creating content without having an extensive knowledge of custom formatting and the mechanics of content generation.