

# Eaton Corporation

## Leading electrical systems manufacturer improves information access and employee collaboration using Adobe® Acrobat® Professional and Adobe PDF

### EATON CORPORATION

[www.eaton.com](http://www.eaton.com)



Powerware

### INDUSTRY

Manufacturing

### CHALLENGES

- Accelerate field staff's access to service information
- Improve production and delivery of complex support manuals
- Streamline collaboration between field staff and technical writers

### SOLUTION

- Document collaboration
  - Maintaining updated documentation
- Eaton Corporation is using Adobe solutions to speed delivery of technical manuals and to improve information sharing among project teams.

### RESULTS

- Accelerated field staff's access to information by as much as 99%
- Reduced costs to print and deliver manuals
- Improved sharing of project information among staff
- Streamlined document management by capturing an array of technical materials in Adobe PDF

### Mission-critical service and support

The award-winning line of power management solutions from Eaton Corporation keeps vital systems up and running at many of the nation's largest companies. Given the essential nature of Eaton power quality solutions, it is not surprising that the company's 300 customer service engineers (CSEs) are among the most highly trained in the power industry. Central to helping Eaton CSEs provide customers with outstanding, efficient services are intelligent document processes built around Adobe Acrobat Professional software and Adobe Portable Document Format (PDF).

"We create long, complex service and maintenance manuals that have to be readily available to CSEs," says Sherman Ferguson, a technical writer at Eaton. "Acrobat and Adobe PDF were a natural fit for our business because the software has a proven history of enabling people to access and interact with all types of information anywhere at anytime."

### Overcoming obstacles to information sharing

With Eaton's Uninterruptible Power Supply (UPS) Powerware line comprising more than 50 products, CSEs traveling to customer sites would carry box loads of technical guides in their service vans. A maintenance manual for one product can be as long as 300 pages, filled with text, pictures, and complicated diagrams.

Problems resulted from the fact that it was difficult to deliver revised service information to field staff. The lengthy manuals were updated and sent out annually, costing Eaton more than \$100,000 in printing and shipping costs alone. After they received the manuals, the CSEs would jot notes on pages so they could leverage their experiences on future projects. Unfortunately, there was no reliable way for CSEs to share their insight with each other or with the technical writers who updated the manuals each year.

"We wanted to make it easier for CSEs to add notes to manuals and enable them to share project insights more readily," says Ferguson. "Also, given the high costs of printing, collating, and delivering manuals on paper, we wanted to automate as many of our production and delivery processes as possible."

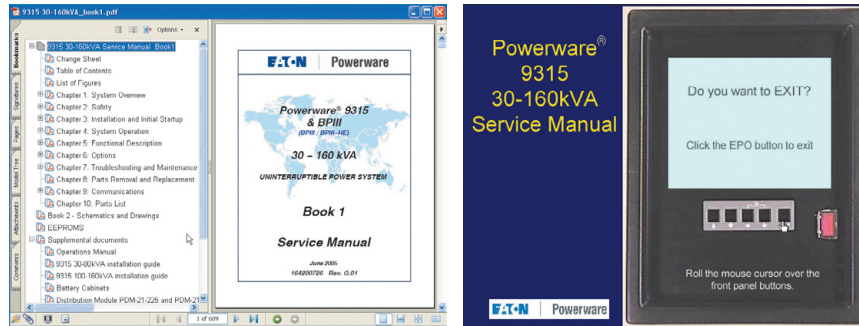
### An integrated Adobe solution

After evaluating options to streamline document delivery and enhance collaboration, Eaton selected Adobe Acrobat Professional software. "By converting service guides to Adobe PDF, we have materials that are secure and easy to use," says Ferguson. "At the same time, we can leverage the digital commenting capabilities in Acrobat to enable CSEs to comment electronically on materials and share feedback."

The company's technical writers create and lay out the manuals using QuickSilver software from BroadVision. At the same time, content experts throughout the company submit technical drawings, system analyses, and other content to include in the manuals.

"With Acrobat, we can take content originating from a variety of applications and formats—from BroadVision QuickSilver, CAD programs, spreadsheets, digital photo files, and even paper—and combine them all into an Adobe PDF file," explains Ferguson. The platform- and application-independent Adobe PDF files are fully searchable and reliably communicate a range of content, from basic text to complex engineering schematics.

Eaton Corporation relies on Adobe Acrobat and Adobe PDF to deliver complex service manuals to its 300 customer service engineers (CSEs). After assembling the content for each manual, the technical writers create the final document as a fully bookmarked, indexed, and searchable Adobe PDF file. Digital commenting tools in Acrobat enable CSEs to add notes to manuals in Adobe PDF, highlighting resolution strategies or problems to watch out for on future projects.



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Sherman Ferguson,  
Technical writer,  
Eaton Corporation

#### SYSTEMS AT A GLANCE

- Adobe Acrobat 7.0 Professional
- Platform: Microsoft® Windows® XP Professional
- Hardware: Dell desktop and laptop computers

#### Information access in seconds

After assembling the content for each manual, the technical writers create the final document as a fully bookmarked and indexed Adobe PDF file. With bookmarks, searchable text, and an index, the compact Adobe PDF file makes it easy for CSEs to quickly find the references they need amid hundreds of pages of content. “Instead of spending 30 minutes looking for information, CSEs can search an entire manual in Adobe PDF in seconds,” says Ferguson. “It is a simple process that improves customer service.”

Manuals in Adobe PDF are copied onto a CD-ROM set that is mailed to field staff. Now, instead of carrying box loads of manuals, CSEs can conveniently access and review the latest service manuals on their laptop computers. In addition, field staff can use electronic commenting tools in Acrobat to add notes to manuals in Adobe PDF, highlighting resolution strategies or problems to watch out for on future projects. At the end of each year, the CSEs can send their annotated Adobe PDF files to the technical writers who easily incorporate the CSEs’ comments into the next year’s updated manuals.

#### New views of information and collaboration

As Adobe continues to expand opportunities for delivering interactive, intelligent content over a range of computing devices, Ferguson and the technical writing team at Eaton are excited about the potential to deliver an even wider array of dynamic content for customer service. “With more seamless integration of interactive content like 3D CAD designs into Adobe PDF files, we can provide staff and customers with everything they want—rich images, text, video—in a single file at their fingertips.”

For Eaton, this supports the company’s goals of providing employees with the best tools to do their jobs and customers with the best possible services. Concludes Ferguson, “Our systems are critical to our customers. With Adobe solutions, we can implement processes that ensure our field staff can access, review, and share service information where and when they need it.”

Better by Adobe™

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