

Adobe® Acrobat®
Adobe FrameMaker®

Agilent Technologies

Documentation group speeds authoring, review, and distribution with Adobe Acrobat 5.0 and Adobe FrameMaker

ABOUT THE CUSTOMER

- Provider of electronic and optical test, measurement, and monitoring instruments, systems, and solutions
- Employees: 47,000
- Headquarters: Palo Alto, California

BENEFITS SUMMARY

- Agilent engineers can use the Adobe Acrobat 5.0 commenting tools within a Web browser to mark up documents, and then upload them to a Web server.
- The batch-processing capabilities in Acrobat 5.0 enable Agilent to optimize output settings for multiple documents in one operation, saving time.
- The Save as RTF feature in Acrobat 5.0 will enable Agilent's Marketing Proposals group to leverage the work of the Learning Products group.
- With the security features in Acrobat 5.0, Agilent can securely distribute customer-sensitive information worldwide via the Web.
- Enhanced color controls in Acrobat 5.0 will help Agilent ensure the consistent appearance of illustrations created in Adobe Photoshop® and Adobe Illustrator®.
- Adobe PDF files look exactly like Agilent's original FrameMaker files, helping ensure a consistent customer experience and accurate graphics.
- The platform- and application-independence of Adobe PDF enables Agilent to use a single file format to distribute documentation worldwide.
- The full text searchability of Adobe PDF files makes it easy for Agilent customers and staff to quickly find the information they need.

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When a company publishes more than 6,000 technical documents via the Web and CD-ROM, small efficiency gains in authoring, review, and publishing can add up to significant savings in time and labor. That's the appeal of Adobe Acrobat 5.0 software for Agilent Technologies, which plans to take advantage of new features for batch processing, collaborative commenting by workgroups, and repurposing documents for use in other applications. "With Acrobat 5.0, Adobe has enhanced a very robust and valuable standard," says Carolyne Gibson, Learning Products manager at Agilent. "It integrates seamlessly into our workflow and lets us confidently transmit any file to customers and staff, knowing it will look exactly as intended."

Agilent provides sophisticated test and measurement equipment to the communications, electronics, and life sciences industries, so clear, accurate documentation is critical. The Learning Products group uses Adobe FrameMaker and FrameMaker+SGML software to author documents ranging from business card-size quick references to a 1,700-page dictionary reference for complex software, as well as comprehensive online help. Then Agilent uses Adobe

Acrobat to convert the documents to Adobe Portable Document Format (PDF) for internal review and for distribution to customers via CD-ROM and the Web.

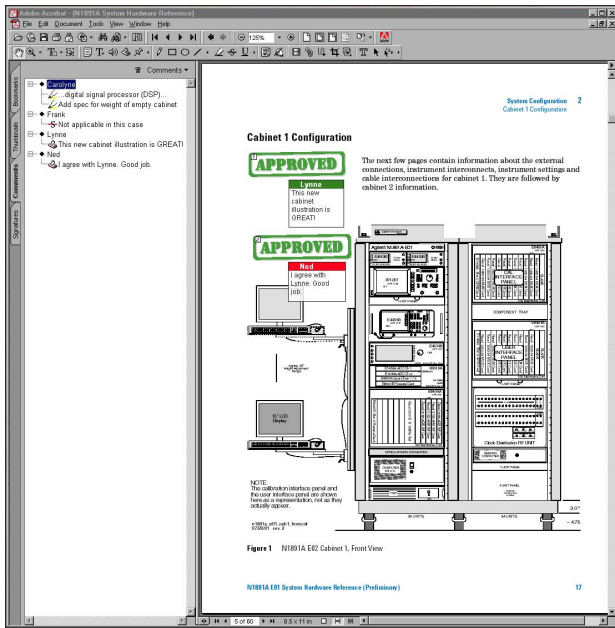
EXACT FIDELITY, SEARCHABILITY

Agilent adopted Adobe PDF as its standard for document distribution primarily because Adobe PDF files look exactly like the original FrameMaker and FrameMaker+SGML documents, including complex graphics, regardless of the user's platform and application. Another key advantage of Adobe Acrobat for Agilent is that Adobe PDF files are fully searchable, making it easier for customers and staff to quickly find the information they need. These features in Acrobat 5.0 will enable Agilent to make its processes and learning products even better.

WEB-BASED COMMENTING

With Acrobat 5.0, engineers who review draft documents will be able to use Acrobat tools within a Web browser to highlight, strike through, and underline text, and add stamps and comments. "I see the commenting features in Acrobat 5.0 as a wonderful boon to communicating feedback from many people, while retaining the integrity of a document,"





With Acrobat 5.0, Agilent engineers can take advantage of powerful features for batch processing, collaborative commenting by workgroups, and repurposing documents for use in other applications. Reviewing Adobe PDF files of documents within a Web browser using enhanced commenting and stamp tools, and uploading the files to a Web server provide significant efficiency gains in the document authoring and review process.

will appreciate that their proprietary information is secure, even within their own system," she says.

ENHANCED OUTPUT AND COLOR CONTROLS

The enhanced output and color controls in Acrobat 5.0 will help Agilent control document appearance and maintain consistency. Adobe Acrobat 5.0, Photoshop 6.0, and Illustrator 9.0 software support the same color management system, helping ensure that color remains consistent. "We see the enhanced controls for output and color in Acrobat 5.0 as a way to make sure color and line width are consistent—something that's difficult to do with other programs," says Gibson.

says Gibson. "It saves us time because staff can comment efficiently on draft documents and arrive at a consensus more quickly."

BATCH PROCESSING FOR OPTIMAL OUTPUT

After a FrameMaker document is approved, the final copy is converted to Adobe PDF, archived, and published on the Web and CD-ROM for distribution to customers. Agilent is already taking advantage of the powerful batch processing in Adobe Acrobat 5.0 to apply output settings for multiple documents at once. "Rather than maintaining two sets of files, we've chosen the middle ground: one file that's viewable online and also suitable for output on printers," says Gibson. "We really like the ease of customizing the settings with Acrobat 5.0. That, and the batch-processing option, lets us convert multiple documents very quickly and with the confidence that the output will be consistent and high-quality."

REPURPOSING DOCUMENTATION FOR PROPOSALS

The ability to save Adobe PDF files as Rich Text Format (RTF) files in Acrobat 5.0 will enable better collaboration between Agilent's Learning Products team and Marketing Proposals team, which uses Microsoft Word. "The Save as RTF feature in Acrobat 5.0 will enable the marketing group to leverage the work from the technical documentation group, open it in Word, and cut and paste relevant text into proposals—saving time," says Gibson.

NEW SECURITY FEATURES

Agilent plans to use the new security features in Adobe Acrobat 5.0 to distribute customer contracts and customer-sensitive technical specifications. For each document, Agilent will specify the intended recipient and add password protection. Gibson notes that securing a specific document is much more efficient than building and maintaining a tightly secured Web site. "Customers

EVEN EASIER

Gibson regards Acrobat 5.0 as making an easy-to-use program even easier. The new toolbars provide fast access to tools, and can be hidden and turned into floating palettes. "Adobe did an excellent job of streamlining the Acrobat 5.0 interface," she says. "Making the menus and windows more accessible is very significant to us, because we save time and the users are more aware of things they can do."

TOOLKIT

Software

Adobe Acrobat 5.0
 Adobe FrameMaker
 Adobe FrameMaker+SGML
 Adobe Illustrator
 Adobe Photoshop
 Microsoft Word
 Microsoft® Windows NT®

Hardware

PCs



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