Global Software Leader: Driving Efficiency and Compliance with Author-it

How a global software leader streamlined content delivery and saved millions annually.

STAFF	REVENUE	REGION	AUTHOR-IT CUSTOMER SINCE
10,000	$4.4b	Global	2016

$2M+ annual cost savings

Through content reuse and machine translation

Client satisfaction improved

With consistent, accessible content

ISO & 508 compliance achieved

Unlocking government business

IT involvement reduced

To minimal backup only

Situation & Challenge

A global software leader faced mounting challenges in managing educational content for thousands of engineers worldwide. Key pain points included high localisation costs, fragmented content tied to product delivery, compliance complexity for ISO and accessibility standards, and heavy IT dependency for content systems. They struggled with:

1. **High localisation costs (millions annually)**

2. **Fragmented content tied to product delivery**

3. **Compliance complexity for ISO certification**

4. **Heavy IT dependency for content systems**

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Accessible compliance (508 Compliance for the disabled) is huge when you publish as much as we do for the government because the content we produce can be read by screen readers and allow screen navigation (not just navigation via a mouse).

CCMS Expert

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Solution

The organisation needed a way to simplify and standardise content creation across a global team while reducing costs and meeting strict compliance requirements. Author-it delivered a structured, component-based authoring platform that transformed their approach to technical documentation.

S1 Content decoupling from product delivery for flexibility	**S2** Single-source publishing to reduce duplication	**S3** Collaborative workflows for global teams to "follow the sun"	**S4** Cloud-ready architecture minimising IT involvement

> " IT involvement is minimal particularly given this is an application requiring 24×7 accessibility. Only when a new release comes out is IT support required and even that will go away if we are able to go with the Author-it Cloud. "
>
> CCMS Expert
> Global Software Company

Results & Impact

After implementing Author-it, the organisation achieved major gains. Localisation costs dropped by over $2 million annually thanks to reuse rates up to 90%, far above industry norms. Client satisfaction improved with clearer, consistent content, while ISO and 508 compliance became simpler, unlocking new government business. IT involvement was reduced to basic backups, freeing resources for strategic work. These changes streamlined global content delivery for thousands of engineers and turned education into a growing revenue stream.

→ $2M saved annually

→ 90% content reuse rate

→ ISO & 508 compliance

Author-it

Ready to transform your technical content delivery?

[Book a demo]

🌐 author-it.com

✉ sales@author-it.com

📞 1-888-999-1021