



Technical Information



Drive the delivery of dynamic, future-proof technical publications that allow your brand to enhance and share knowledge and keep customers informed.

MSX Technical Information services combine innovative technologies with expertise to create readable and dynamic publications that improve quality and cut costs.

Powered by an industry-leading structured data model and seamless system integration, our innovative solutions support near real-time and over-the-air updates. They ensure your publications adapt to market changes faster, and that the vehicle information you deliver is correct, reliable, and easy-to-understand, allowing technicians and vehicle owners to maintain vehicle health, prevent injury and minimize mistakes.

We use a best-in-class content management system for engineering and publishing documents and for their development, delivery, tracking, reporting and analytics, allowing you to:

- Control content creation, re-use and publishing
- Increase authoring and translation efficiencies
- Allow consistent terminology and content control
- Manage and track SME reviews efficiently
- Use intuitive user interfaces
- Easily import and convert legacy authoring data into DITA



Unify operations with tailored solutions

Our end-to-end solutions and services suite offers a robust set of features that can be tailored to the needs of your business and your customers, helping you streamline the flow of data into multiple business operations and manage numerous publications simultaneously.



Content Development

We create accurate and clear technical publications on a wide range of topics related to automotive repair and maintenance that equip customers and technical teams with the information to maintain and repair vehicles and their systems quickly and easily.

Technical Illustration

Our technical illustration services provide high-quality visual representations of complex information and concepts. This can help companies to communicate technical information to customers, employees, and other stakeholders more effectively.

Technical Publishing Services

Our Technical Publishing Services consolidate data and integrate systems, streamlining the process of creating, managing, and delivering technical documentation and improving workflow efficiencies.





Video Production

Our technical information video production services add value by providing clear, engaging, and accessible ways of communicating complex information, making it easier for audiences to understand technical concepts.

Technology

The introduction of innovative technology enables efficient content creation and streamlined collaboration between subject matter experts. It also saves time and reduces costs while delivering high-quality technical information to end-users.

Our delivery methodology

When it comes to technical publications, the use of effective delivery methodologies is vital for ensuring accurate and timely distribution of information.

Deployment: By seamlessly integrating with a manufacturer's in-house systems and data, our intuitive, cross-platform, DITA-compliant software empowers us to update multiple products simultaneously, ensuring precise information delivery in multiple outputs and languages. Single source authoring is capable of delivering a range of output formats, including multiple template-driven print outputs as well as a wide variety of digital and web-based outputs.

Production: Our CAD-friendly authoring process maximizes reuse of assets while employing a standardized terminology strategy, enabling VIN-specific delivery. Our tailored processes, cross-functional workflows, and established configurations meet global expectations, increasing collaboration across regions and resulting in reduced effort and cost. Additionally, our collaborative review and sign-off tool promotes 100% signed-off, accurate content.

Resources: We leverage a vast repository of technical information and the skills of a team of experts with decades of industry knowledge and technical expertise. Through an industry-leading structured data model, we can demonstrate process efficiencies and minimize overall spend.



Enhance employee and customer experiences

MSX delivers innovative, future-proof technical information services. We use best practices, solutions and authoring techniques perfected through our long-standing relationships with automotive clients and our knowledge of the mobility industry.

Your business can:

- Keep up with advancing technologies and boost accuracy
- Author information once for use in multiple areas
- Create intuitive navigation and reduce customer calls
- Enhance quality control through reviews and feedback
- Cut time and costs to develop and update publications
- Improve technician and service lane efficiency

Your customers can:

- Fix or maintain a vehicle more easily
- Experience less repair downtime
- Develop their knowledge of the vehicle
- Save time contacting helpdesks for support
- Spend less time waiting for vehicle repairs
- Save vehicle maintenance and repair costs

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