QUARK ENTERPRISE SOLUTIONS

QUARK PROCEDURE MANAGEMENT

TAME YOUR POLICIES AND PROCEDURES

Improve your organization's compliance, reduce costs and boost customer service. With Quark Procedure Management, you can streamline the creation, management and publishing of your company's policies and procedures. Quark's features include:

- Easily reuse and update content from one procedure to the next with the power of XML Smart Content

- Add custom metadata to organize your procedures and make them searchable

- Align your teams with shared online workflows and approvals

- Publish to the channels that matter to you – whether it's PDF, web or mobile

- Turn your subject matter experts into contributors with Quark's intuitive authoring platform

BENEFITS

Write Modular, Reusable Content
Improve your team's productivity with Quark Procedure Management's powerful reusable content capabilities. With Quark Procedure Management, you can stop copying and pasting content and procedures from one document to another. Instead, with our powerful XML Smart Content engine, you can write a piece of content once and then reuse it any number of times in other documents. And when it comes time to update or change your content or procedure, the solution will automatically update all of the documents that depend on it.

Create, Approve and Publish Faster
From engaging subject matter experts to getting final approvals, good process is the backbone of writing a procedure. However all too often we rely on emails and attachments to communicate, completely forgoing any kind of team accountability. Quark Procedure Management can help. With our powerful built-in workflows and collaboration features, we make it easy for your global team to work together to deliver great results on time.

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Publish to More Than Just Print

Today's employees are used to working with web and mobile technologies, so why are your procedures still stuck in print or static PDFs? Quark Procedure Management can publish to print, PDF, web, and mobile – giving you device-appropriate output to all the platforms your company is using today or will be using tomorrow.

Give the Right Procedures to the Right People

With so many processes and procedures, your employees might have to navigate through hundreds of pages of information to find the relevant steps for the problem they're facing. While they're digging through documents, they're not focused on the issue at hand. Quark Procedure Management helps you untangle the mess by making it easy to add metadata and organization to your procedures. That means your team can quickly find the right information at the right time, saving both time and money.

So Easy, Anyone Can Create Smart Content

The technology behind Quark Procedure Management is a powerful XML Smart Content platform, but your writers will never need to know. We've made Quark Procedure Management so easy-to-use, your subject matter experts can focus on writing instead of learning complex technical syntax. That means you can train your team faster and see results sooner, all with fewer support headaches.
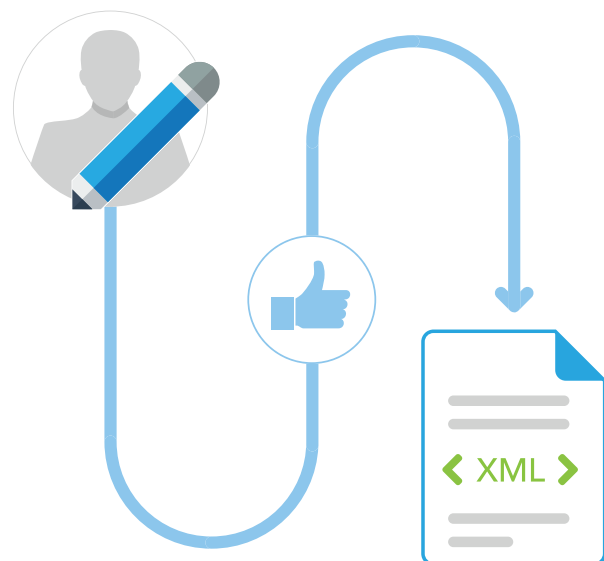
PRODUCT HIGHLIGHTS

Reusable Content – Rapidly Reuse Procedures and Boilerplate

Almost every procedure has boilerplate text or other content repeated from document to document. But what happens when this information changes? You end up having to manually update dozens of documents, costing you time and money. Quark Procedure Management simplifies this by letting you organize and reuse content from a central location. When you change something, the server automatically regenerates all of the related pieces for you, so you can spend more time working on the things that matter to your business.

Intuitive UI – Turn Your Subject Matter Experts into Active Contributors

While many content tools trade off ease of use with power and flexibility, Quark Procedure Management gives you both. With Quark Procedure Management you get both an incredibly easy to use platform and the power and flexibility of structured XML content. That means your subject matter experts can write your policies and procedures without knowing a thing about XML. Meanwhile, your technology and publishing teams get all the benefits of structured XML documents for organizing and distributing your content.
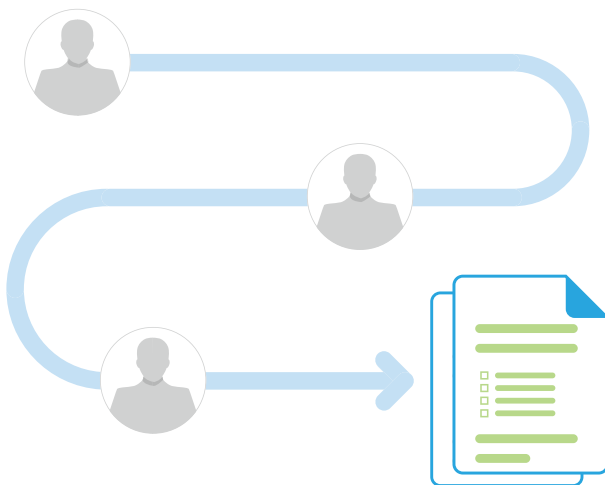
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Customizable Metadata – Organize Your Procedures and Make Them Discoverable

Your procedures are critical for business, but they're also getting longer and more specialized. Whether your stakeholders are servicing equipment in the field, managing compliance for your company, or answering questions in customer support, they need to be able to find the right procedure for the problem they have at hand faster than ever before. Quark Procedure Management makes it easy to attach custom metadata and taxonomy to any piece of content, enabling easy search and discovery of information on modern digital delivery platforms.
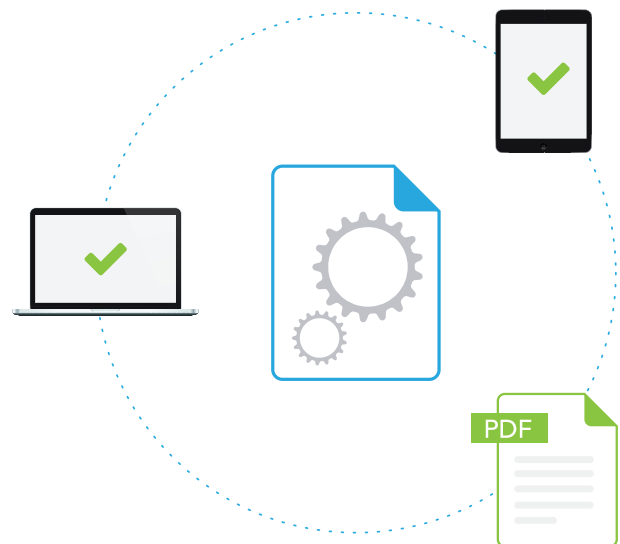
Flexible, Shared Workflows – Align Your Teams Around a Single Workflow

Writing procedures can involve lots of people throughout your company. Different people may need to create the content, approve the details, or perform legal review. Your procedures go through a long process from start to finish, but traditional collaboration over email inevitably results in a slow process with no accountability. Align your team using a flexible workflow and approvals platform. You'll be able to see at a glance the status of your process while uncovering any bottlenecks.

Multi-Channel Output – Rapidly Publish to PDF, Web and Mobile

Today's employees expect procedures to be available in modern digital formats – web in the office and mobile in the field. But all too often companies are stuck distributing procedures in costly, outdated print because formatting to other channels is too costly. Let Quark help. Our intelligent platform can publish the same piece of content to print, web, PDF and mobile. And with our background in digital publishing, you can have the confidence that your procedures will look right in every format, every time.

Built-In Previews – Make Sure Your Procedures Look Pixel Perfect

As you build your procedures, you'll inevitably want to make sure they look right in their published form. Quark Procedure Management's built-in previewing system renders previews for you on-demand, letting you see how your procedures look for print, web and mobile. You can have confidence that your procedures will look pixel perfect in whatever medium they're published.

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Enterprise Integrations – Integrate with the Business Tools You Already Use

Quark Procedure Management uses the latest API technologies to enable easy and secure integration with everything from Microsoft Office to complex business infrastructures. Our platform can integrate with many popular product information systems, enterprise content management systems, user directory platforms, and more.

Learn more about how Quark can help you tame your procedures at www.quark.com/ProcedureManagement

ABOUT QUARK SOFTWARE INC.

Quark's software enables organizations of all sizes to meet customer demand for engaging, relevant communications when, where and how they want them. Our solutions combine the power of XML with flexible layout and design to automate the delivery of customer communications to print, Web, and interactive experiences on the latest digital devices. Financial services firms, manufacturers, and governments around the world rely on Quark solutions to elevate customer communications to new levels, reduce time to market, and lower costs.

To find out more about Quark Enterprise Solutions visit **www.quark.com/enterprise** or contact us at **www.quark.com/contact**

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