



HDMS (Hermes Document Management System)

An SGML-based document management system

for the Hermes Europe Railtel network operations center

Challenge Hermes Europe Railtel (www.her.com) provides high speed cross-border managed transmission services to operators and providers of Internet and telecommunications services across Europe. For the day-to-day operation of its network operations center in Brussels Hermes produces large volumes of documents (which contain text, graphics, drawings and tables, produced using different desktop editing tools) that are used by the service support operators. The goal of the Hermes Document Management System is to make the vital information contained in these documents available electronically, 24 hours a day, 7 days a week, to all the support operators with the help of an SGML document browser.

Solution After a careful analysis of the document workflow, two classes of documents, process and procedure documents, were introduced into an integrated SGML publishing environment. These two classes of documents were analyzed, in order to define an SGML document architecture which is general and open enough to handle new document classes which will be added later. The existing authoring environment (MS Word) was customized so that the document authors are now able to create their documents in a more structured and controlled way, and are able to define reliable hyperlinks between these documents. The documents are then converted automatically to full SGML, inserted into the existing document collections, and all the hyperlinks are verified and activated automatically. The resulting SGML documents can be viewed in a specialized SGML document browser, where the users can search using context-sensitive full-text retrieval and can follow the hyperlinks to have fast and efficient access to the appropriate support information. The different processes during the production of the SGML documents (authoring, conversion, revision and viewing) are integrated into one streamlined document management system.

Technical details Features supported:

- fully integrated SGML-based publishing process
- batch conversion from MS Word to SGML
- file-based document management
- automatic hyperlink verification

Tools used:

- SGML browser: DynaText
- document database: Oracle
- conversion engine: OmniMark
- development language: Visual Basic

Platforms:

- server: HP/UX
 - clients: Windows NT
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