

User report SCIO Automation: A journey that unites – why good collaboration is more than software

Some professional relationships start with a project. Others develop over years – across career stages, systems, and new roles. The collaboration between the automation expert SCIO Automation Intracolutions GmbH and gds GmbH clearly falls into the second category.

“You always walk away with experiences,” says Dieter Hübing, Head of Technical Documentation Warehouse Intracolutions at SCIO Automation, today. “And if these experiences were good, you automatically ask yourself the next time: Why not build on these further and benefit from them?” This approach runs through his professional career like a common thread – and through this user story.

Reunion with gds at SCIO Automation

The first contact with gds was several years ago. At the time, Dieter Hübing was working at a midsize mechanical engineering company where he was using the content management system docuglobe from gds. Later, further career milestones followed as Senior Technical Editor – with new tasks, a new environment, and new perspectives.

When Mr. Hübing took over his position as Head of the Technical Documentation Warehouse Intracolutions department at SCIO Automation in August 2023, a fundamental decision quickly had to be taken: How should the technical documentation be set up in the future?



“It was clear to me that we had to work in a more structured, more modular, and future-proof manner going forward. Particularly with regard to the upcoming project technology and regulatory challenges,” he recalls. “A content management system based on XML was therefore an option early on. And therefore naturally XR, too.”

The fact that he once again turned to gds was no coincidence.

Decision based on head and heart

The path to XR was not simply about matching features or tools. Rather, trust in collaboration also played a key role.

“I was familiar with gds not just as a software vendor, but as a reliable partner that listens and thinks for itself,” says Hübing. “That is vitally important particularly in an early project phase.”



The contact came about – in a very classic manner – via a personal discussion at the tekomp annual conference. Other meetings followed, workshops, and finally the decision to roll out the XML content management system XR at SCIO Automation in the Warehouse Intracolutions business segment.

Not as a snap decision, but as a joint process.

Collaboration as a partnership of equals

Right from the rollout phase, it was clear what Mr. Hübing was looking for: Knowledge sharing, transparency, and practical support.

Training courses, workshops, and in particular the metadata workshop were decisive for the content management team at SCIO Automation. Here it wasn't only about explaining functions, but developing together an understanding of structures, requirements, and future processes.



"We really were very happy," reports Dieter Hübing looking back. "You noticed that the gds consultants weren't simply reeling off a standard concept, but got to grips with our situation. They gave us lots of useful practical tips and honest feedback on our ideas and visions.

In addition, we were dealing with very competent and experienced experts that provided us with advice on an equal footing, without clock-watching all the time."

An impression that the team shared too.

Two perspectives, one language



With Martin Erdniß, another experienced technical editor is now working in the team at SCIO Automation – likewise no newcomer in the gds arena. From

his time at a company involved in industrial measurement and testing technology, he was already familiar with docuglobe from a user perspective.

"That helps hugely," says Mr. Erdniß. "You understand faster why certain concepts are designed the way they are – and where you have some leeway."

Particularly with the switch from docuglobe to XR, he sees a major advantage in the support by gds:

"They don't simply abandon you. Questions arise not just during the training, but precisely when you start to actually use the solution."

Learn, adapt, rethink

XR is still in its infancy at SCIO Automation. Many structures are only now emerging, processes are being honed, and content transferred step by step.

The fact this process is consciously understood as a learning process is part of the joint approach.

"We realized that we aren't perfect on Day One and we still have a long way to go," says Mr. Hübing. "But from the outset we had the feeling that we weren't treading this path alone."

The possibility of scheduling additional consulting days if necessary, examining topics in greater detail, or reflecting on decisions together, gives the project flexibility, certainty, and stability – without slowing it down.

Conclusion: A partnership you can rely on

The collaboration between SCIO Automation and gds is characterized by continuity, trust built over time, and a long-term sustainable partnership.

"At the end, the success of our project and, in turn, the software specifically is important," is how Dieter Hübing

sums up the situation. “But what is decisive is who you roll out that software with.”

For SCIO Automation, XR is a tool for the future. For Hübner, gds is a partner who he has already accompanied through various stages of his career – and who is also actively helping shape this career milestone.

Or as he says himself: “You can tell good collaboration by happily working together a second time.”

About the user



The international SCIO Automation Group integrates, develops, and implements high-end automation solutions for industrial applications.

The Warehouse Intralogistics business segment specializes in automated conveyor and storage systems. Technical documentation is a core component in quality, safety, and sustainable product communication.

About gds

gds delivers practical software solutions and services relating to technical documentation and information management – from content management systems, content delivery, to consulting and training.