

Tridion Docs cloud offering

Organizations are reducing their on-premises technology footprint by moving to the cloud for improved business agility, security, application scalability and disaster recovery.

Companies outsource their content and data management for a variety of reasons. Improved business agility tends to surpass cost reduction as the primary driver, but security and data privacy concerns are also high on the list of reasons to move to cloud-based solutions. Cybersecurity issues are becoming a day-to-day struggle for businesses, and recent statistics reveal a huge increase in hacked and breached data.

By moving your Tridion® Docs technology into RWS's cloud you no longer have to worry about these issues. Our cloud offering is secure, reliable and proven. You hand over the burden of system and application maintenance to RWS experts, who will keep your environment protected and ensure you are on the latest version of the software.

With your new-found peace of mind, you can focus on your core business and let your IT team add value where it matters most.

Focus on what matters most to your business by moving to the most mature, flexible and reliable cloud offering on the market.

Enjoy the latest capabilities of Tridion Docs and leave all the trouble of maintaining and monitoring the infrastructure and back-end software to our experts.

Why RWS?






- Mature, ITIL-driven cloud organization
- Expertise in all areas of cloud hosting
- 24/7 support
- Compliance with industry security standards (ISO27001 and SOC 2)

Our cloud offerings

The decoupled architecture of Tridion Docs enables you to deploy part of the technology stack on-premises, while other parts of the technology reside in the cloud, hosted anywhere in the world to ensure optimum performance for local users.

We provide you with many ways to transition from your current Tridion Docs version to the latest release, and to re-evaluate your current set-up at the same time. Moving to the RWS cloud simplifies maintenance and eliminates future upgrade projects for your teams.

Tridion Docs modules and deployment options

Module	On-premises	RWS cloud	Module type
Content authoring and management			Core
GenAI service for Draft Companion			Optional
Tridion Docs Genius			Optional
Headless content delivery APIs (DXD)			Optional

Content management and authoring

This core module comprises the actual Tridion Docs CCMS back end, such as the tools for content storage, authoring (Draft Space and Review Space) and import/export.

GenAI service for Draft Companion

The Draft Space authoring tool comes with an optional module called Draft Companion, which provides GenAI capabilities to assist the author. Although Draft Companion itself can be part of an on-premises or cloud-based installation, the actual GenAI service always resides in the RWS cloud and cannot be hosted on-premises.

Tridion Docs Genius

The optional Tridion Docs Genius portal is fully cloud based. Both the web application and the back-end AI services that it uses are hosted in the RWS cloud. However, Tridion Docs Genius can be connected to both on-premises and cloud-based instances of the Tridion Docs content management and authoring installation.

Headless content delivery APIs (DXD)

The optional Tridion Dynamic Experience Delivery (DXD) module provides programmatic (API) access to the content stored in Tridion Docs. It is always hosted in the RWS cloud but can be connected to both on-premises and cloud-based instances of the Tridion Docs content management and authoring installation.

Custom solution development

Tridion Docs is a highly extensible and interoperable platform. To help developers customize your solution, we provide a virtual workspace connected to a development environment that runs the latest version of services.

Business continuity and disaster recovery

We apply business continuity concepts to our cloud services following a disruptive incident. This includes ensuring the security and availability of your content, while providing physical, logical and organizational protection of your business-critical information.

Security, privacy and compliance management

Our clients trust us to take care of their information, which is why we make security a top priority. We ensure that only authorized personnel can see the information, while maintaining the highest level of integrity and confidentiality. RWS is ISO27001 certified, and our cloud operations are SOC 2 Type 2 compliant.

All SaaS applications are hosted in highly secure data centres from a third-party supplier. These providers meet the highest standards of physical and logical security, as well as compliance with industry and governance standards such as GDPR in Europe.

Our stringent security policies are followed through with IT audits of third-party suppliers, ensuring privacy of information and that the highest security standards are always maintained.

Benefits

- Multi-zone cloud options for high availability and performance
- Resilient, elastic infrastructure
- Extensibility through add-on service and customizations
- Regular updates and maintenance
- Easier upgrades
- Fast recovery
- Comprehensive security suites in place

Learn more about Tridion Docs

rws.com/tridion-docs

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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