Congility

Deliver personalized, secure, and dynamic technical content anywhere

Congility transforms technical documentation into a dynamic, role-based knowledge hub. With support for online and offline access, faceted search, and seamless CCMS integration, Congility ensures the right users always have the right information — increasing efficiency, reducing errors, and improving safety.

Key Benefits

Relevant Content, Every Time – Deliver role-based content access to provide tailored content to each user and protect sensitive information

Always Accessible – Native desktop and mobile apps provide full online and offline access

Efficient Content Discovery – Metadata filtering and faceted search make it simple for users to find exactly what they need

Insightful Data Analytics – Transactional analytics and data exports to Business Intelligence apps provide content-level analytics, help teams understand user engagement, and improve content.

🔑 Key Features

Personalized & Role-Based Delivery
- Enforce role-based permissions so users see only relevant content
- Configure dynamic lists (latest, most popular, alerts, or notifications)

Multi-Format Content Support
- Deliver both structured (DITA, XML) and unstructured (PDF, video, images, training) content in one portal

Advanced Search & Discovery
- Metadata-driven search with full-text indexing, filters, and faceted navigation
- Enable users to quickly find precise answers within large content sets

Online & Offline Access
- Content delivery through a responsive web portal or optional mobile and desktop apps
- Download complete document sets, collections, and notes for offline use with auto-sync when reconnected

Integrated Feedback & Content Creation
- Route user feedback directly into RSuite CCMS
- Enable fast publication of alerts, FAQs, or bulletins from within the portal

Seamless CCMS Integration
- Connects directly to RSuite for single-source publishing and automated version control
- Robust APIs for third-party CCMS and CMS integrations

⚙️ Professional Services

Contiem's Professional Services team helps organizations deploy Congility and align it with their publishing workflows:

- IT integration with single sign-on, role-based access, and enterprise email
- Branding and UI customization for a seamless user experience
- Content migration and metadata model design
- Workflow optimization and training for content teams

Feature	Congility	Web CMS (WordPress, Drupal)	Static WebHelp	HelpDesk/CRM Knowledge Base
Role-Based Content Delivery	✅ Yes	❌ No	❌ No	Partial
Full Offline Access	✅ Yes	❌ No	✅ Yes	❌ No
CCMS Integration	✅ Yes	❌ No	✅ Yes	❌ No
Integrated Content Feedback Loop	✅ Yes	❌ No	Partial	Partial
Faceted Search	✅ Yes	Partial	❌ No	❌ No
Multi-Format Support	✅ Yes	Partial	❌ No	❌ No

📝 Industries & Use Cases

- **Documentation Portals** – Provide customers, partners, and employees with accurate, always-current support content.
- **Field Service Engineering** – Deliver safety-critical information to distributed maintenance teams working in variable connectivity conditions.
- **Knowledge Hubs** – Centralize structured and unstructured content for global enterprises, ensuring accessibility and compliance.

Ready to get started?

For information on how Contiem can help with your content management needs, visit **contiem.com** or email **info@contiem.com**.