



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.

