

# Conquering tribal knowledge with Grav

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Docs product specialist

**adyen**

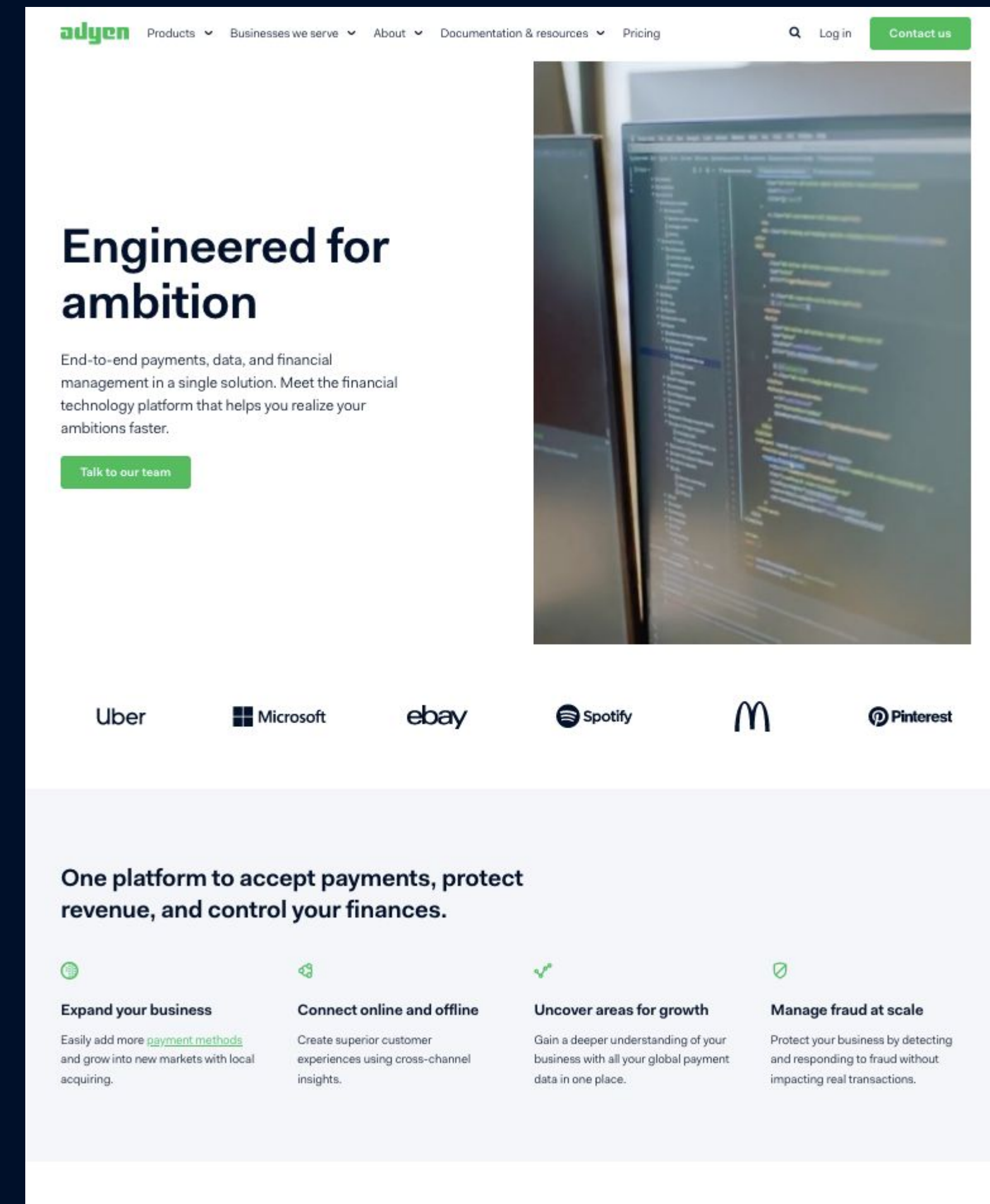
engineered  
for ambition

# Adyen

Financial technology platform  
Averaged double-digit annual growth since 2007

2000+ employees & 110+ nationalities  
26 offices around the world

User and maintainer of open source software 



The screenshot shows the Adyen website homepage. At the top, there is a navigation bar with the Adyen logo, a search icon, and links for 'Products', 'Businesses we serve', 'About', 'Documentation & resources', and 'Pricing'. A 'Log in' link and a green 'Contact us' button are also present. The main content area features a large heading 'Engineered for ambition' followed by a sub-headline: 'End-to-end payments, data, and financial management in a single solution. Meet the financial technology platform that helps you realize your ambitions faster.' Below this is a green 'Talk to our team' button. To the right is a blurred image of a computer monitor displaying code. Below the main content, there is a row of logos for Uber, Microsoft, ebay, Spotify, McDonald's, and Pinterest. The bottom section is titled 'One platform to accept payments, protect revenue, and control your finances.' and contains four columns of benefits, each with a green icon: 'Expand your business' (globe icon), 'Connect online and offline' (wifi icon), 'Uncover areas for growth' (checkmark icon), and 'Manage fraud at scale' (shield icon).

# Docs@Adyen

15 Technical writers

5 Developers

3 Automation Engineers - DocOps

3 Product managers

1 Product designer

350+ contributors to external docs

3200+ contributors to the internal docs



# What is Grav?

Open source flat-file CMS  
Huge community  
Support from Trilby Media

PHP, Markdown, Twig, and Symfony  
Extensible through API and package manager

<https://github.com/getgrav/grav>



# Why we decided to use Grav

2018: migrate to Grav CMS from Confluence

- Avoid having to pay a fee per user
- Unify the CMSs used internally and externally
- Have control over the look and feel
- Customize according to users' needs



- Easy automation of generating and linting
- Multiple versions available at the same time
- **Collaboration, easy contribution and reviewing**
- **Extensibility to support our needs**
- Staged deployment and testing
- Distribution and performance

Aleksei Akimov at FOSDEM19

# Summary

## Tech

Code, server instances, tests, customizability

## People

Different ways of collaborating and creating content

## Open source

Collaboration with project maintainers

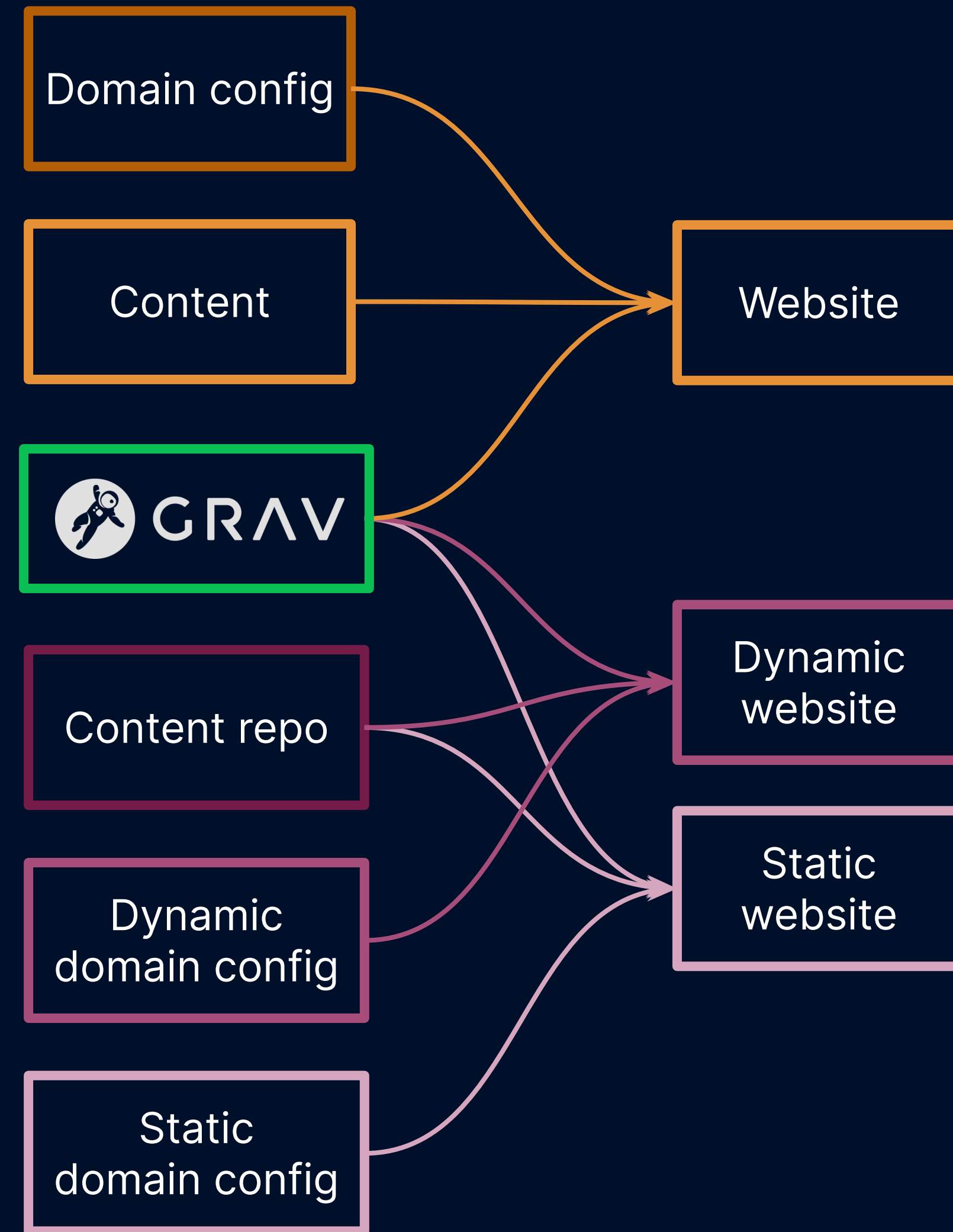
## The future

Using Grav to tackle our biggest challenge

Tech 

# How we use Grav

- One Grav code base
- Several content repositories
- Domain-based configuration files
- Static and dynamic versions of the website
- Read/write access control





# Tests for content

- Broken links
- Security checks
- Style checks
- Spelling
- Missing images
- Code sample testing

```
1 # Broken Link Check Report
2 ## Summary
3 - Files with errors: 7/22
4 - Found 8 errors:
5 |   - 404 (docs link): 7
6 |   - Sandbox link: 1
7 - Timestamp: 01-25-2023-125545
8 - Runtime: 4s
9
10 ## docs/12.account/10.manage-payments/default.md - writer_ldap
11 ### Sandbox link
12 | URL | Link text | Link location |
13 |:-----|:-----|:-----|
14 | https://docs.adyen.com/sandbox/... | status | Under header "Look up payments" |
15 ### 404 (docs link)
16 | URL | Link text | Link location |
17 |:-----|:-----|:-----|
18 | https://docs.adyen.com/sandbox/... | status | Under header "Look up payments" |
19
20 ## docs/04.marketplaces-and-platforms/06.verification-overview/default.md - writer_ldap
21 ### 404 (docs link)
22 | URL | Link text | Link location |
23 |:-----|:-----|:-----|
24 | https://docs.adyen.com/... | required | Under header "Next steps" |
25
26 ## docs/04.marketplaces-and-platforms/11.manage-account-holders/default.md - writer_ldap
27 ### 404 (docs link)
28 | URL | Link text | Link location |
29 |:-----|:-----|:-----|
30 | https://docs.adyen.com/... | user roles | Under header "View capabilities" |
31
```

# Customizing Grav ...and beyond!

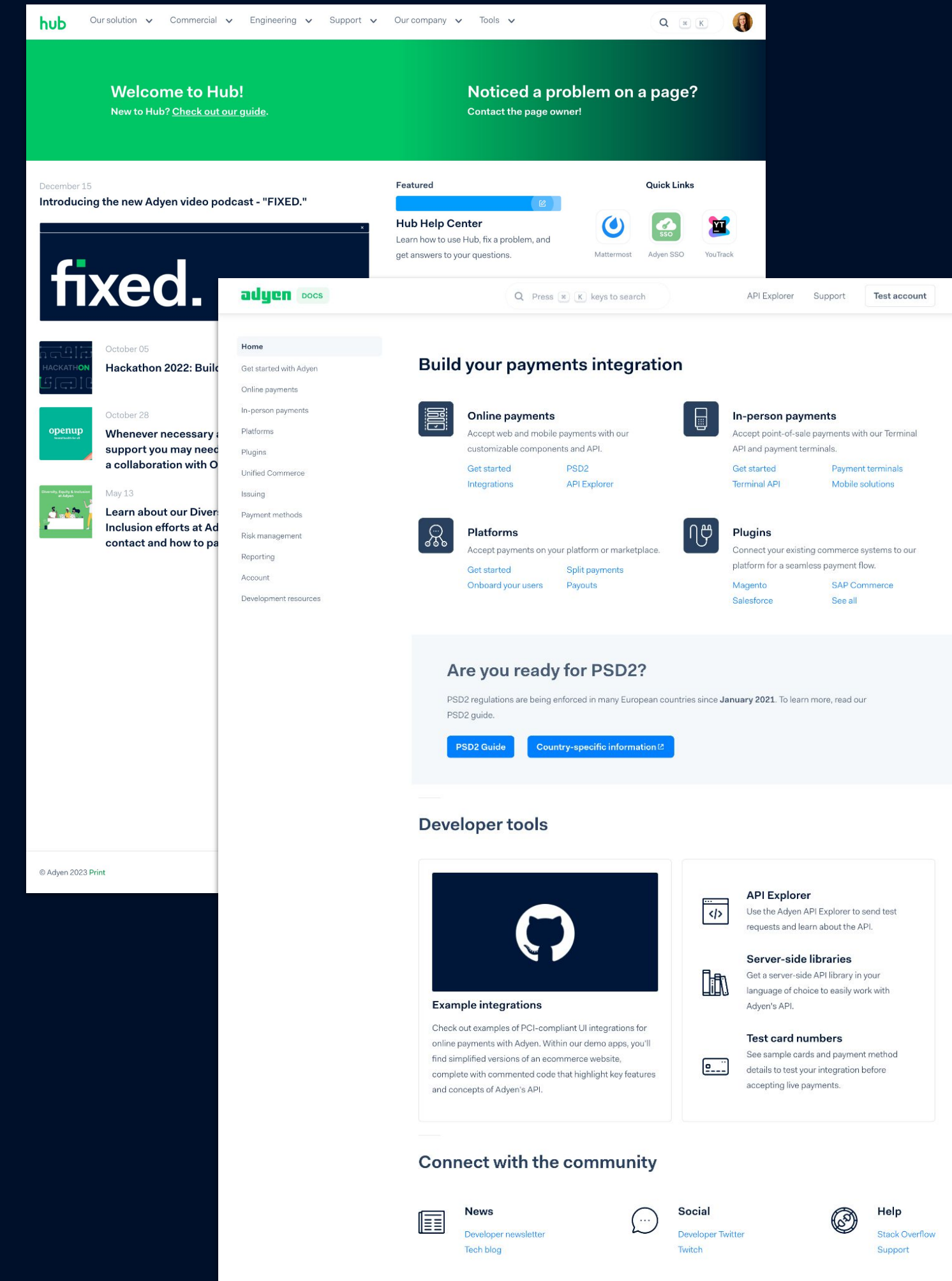
**Themes** - website-specific styling

**Page templates** - standardized page format

**UI components** - available across websites

**Twig** - templating language

**Plugins** - add new functionality and integrate with other tools



# Challenges 🤔

- Growing the team
- Monitoring for all the server instances
- Sync across server instances worldwide
- Defining and enforcing workflows for ease of troubleshooting



**CHALLENGE ACCEPTED**

People 

Different ways to collaborate and  
manage content 🙌

The logo consists of the word "hub" in white lowercase letters on a dark blue rectangular background.

# Internal docs

Knowledge sharing hub

- Wiki-style - anyone can make changes
- Mostly using the browser editor
- Page and section owners
- Integrations with code repos and internal tools

The logo features the word "adyen" in green lowercase letters, followed by "DOCS" in white uppercase letters inside a light green rounded rectangle.

# External docs

How to integrate, troubleshoot, upgrade

- Small group writes and maintains content
- Mostly using their IDE
- Any colleague can suggest changes
- Content reuse and parameterization

The only **payments** solution  
you'll ever need.



Building the most customer-focused  
**financial technology platform** so businesses can  
succeed in the future of global commerce

Company growth is reflected in  
our docs too! 



hub

# Internal docs

**3x** larger audience 👁️

**2.5x** more pages 📄

**3252** people made changes ✎

adyen DOCS

# External docs

**3.6x** larger audience 👁️

**1.5x** more pages 📄

**357** colleagues suggested changes ✎

Growth also brought its  
challenges 🤔

hub

## Internal docs

- Content ownership in the long term
- Finding and fixing broken links
- Empower people to write good content
- Find relevant content quickly

adyen DOCS

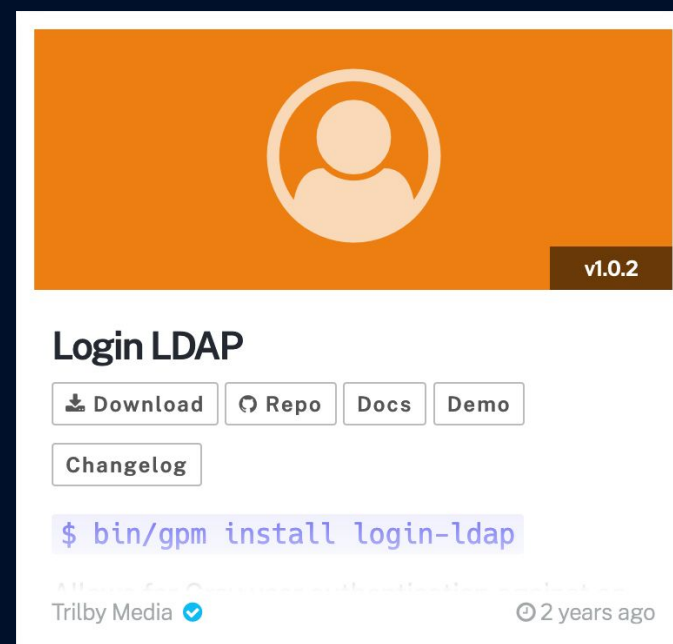
## External docs

- Consistency with other platforms
- Need to scale complex content
- Users ask for older versions
- Find relevant content quickly

Open source 

# Working with Grav maintainers

- Sponsored building plugins
- Made general use case plugins open source
- They built the flow for suggesting changes
- We contribute bug fixes



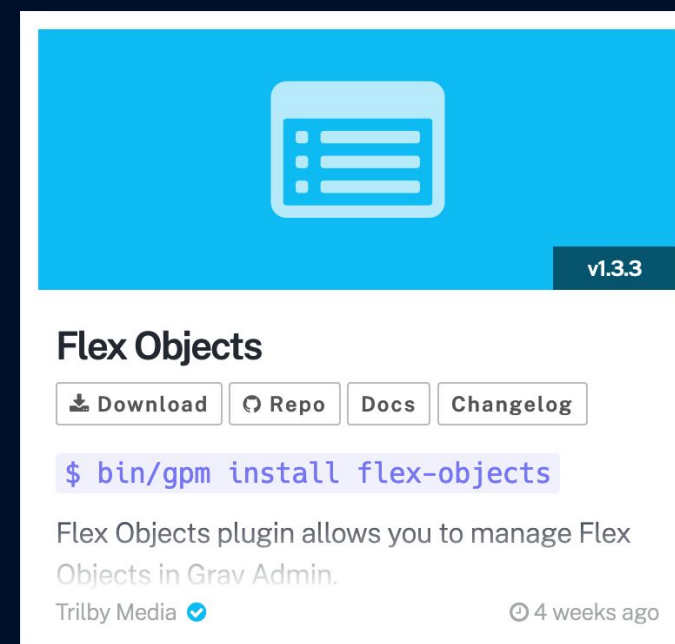
**Login LDAP** v1.0.2

Download Repo Docs Demo

Changelog

```
$ bin/gpm install login-ldap
```

Trilby Media 2 years ago



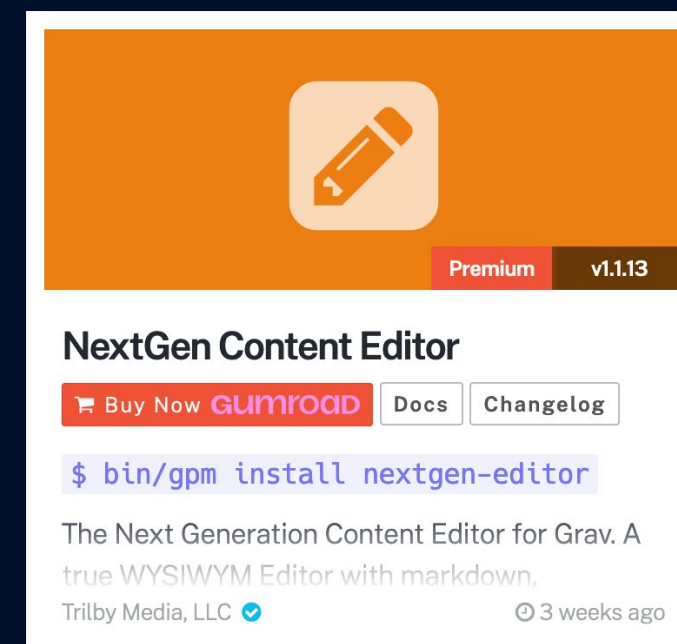
**Flex Objects** v1.3.3

Download Repo Docs Changelog

```
$ bin/gpm install flex-objects
```

Flex Objects plugin allows you to manage Flex Objects in Grav Admin.

Trilby Media 4 weeks ago



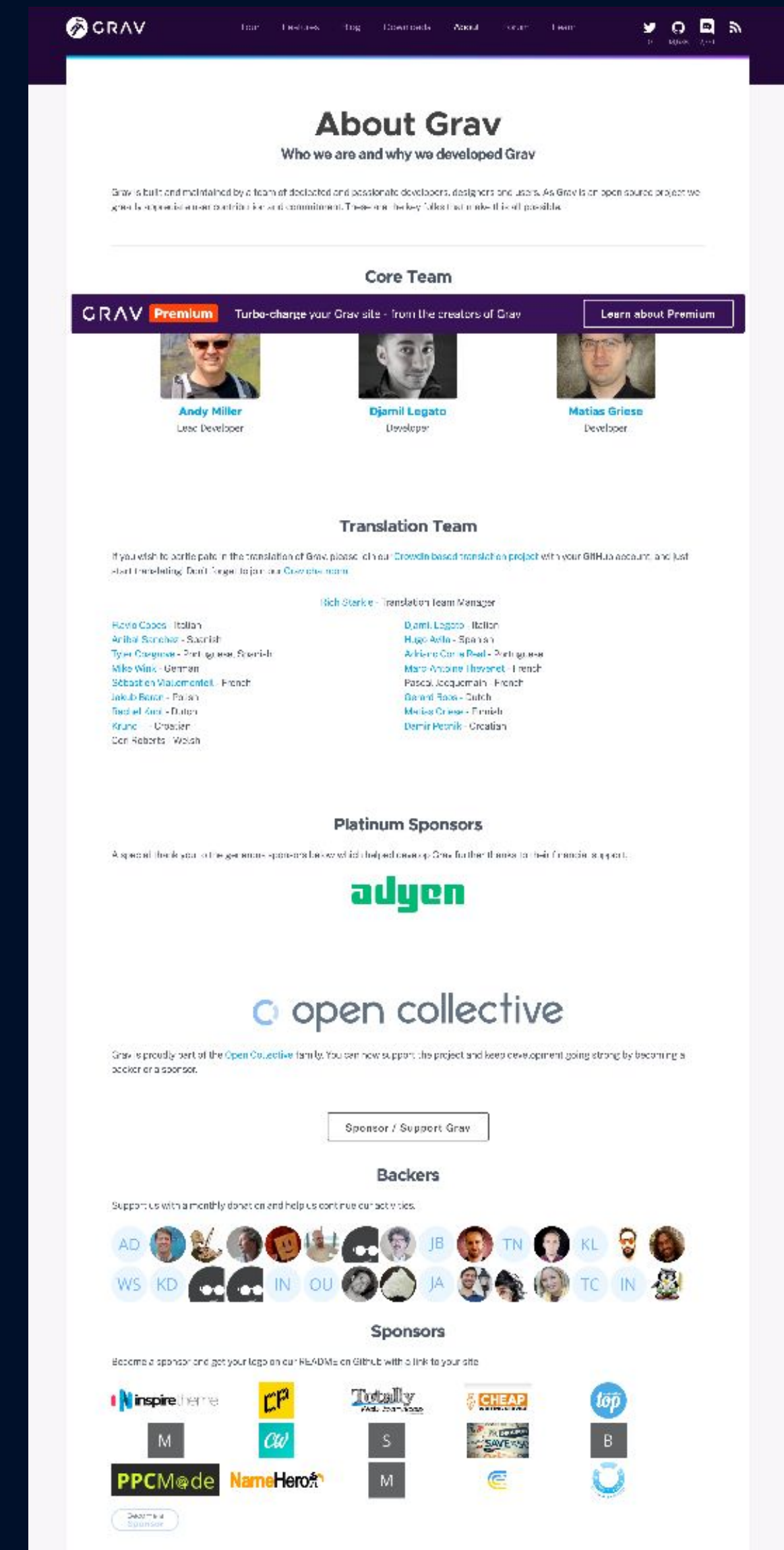
**NextGen Content Editor** Premium v1.1.3

Buy Now GUMROAD Docs Changelog

```
$ bin/gpm install nextgen-editor
```

The Next Generation Content Editor for Grav. A true WYSIWYM Editor with markdown.

Trilby Media, LLC 3 weeks ago



## About Grav

Who we are and why we developed Grav

Grav is built and maintained by a team of dedicated and passionate developers, designers and users. As Grav is an open source project we give everyone an opportunity to contribute and commit. This is the key to making it all possible.

### Core Team

CRAV Premium Turbo-charge your Grav sites - from the creators of Grav. Learn about Premium

- Andy Miller Lead Developer
- Djamil Legato Developer
- Matias Grieco Developer

### Translation Team

If you wish to contribute to the translation of Grav, please check our Crowdin based translation project with your GitHub account, and just start translating. Don't forget to join our [Crowdin team](#).

Rich Clarke - Translation Team Manager

- Flora Codes - Italian
- Arriba Sanchez - Spanish
- Tyler Carpenter - Portuguese
- Milo Nils - German
- Sebastien Vaumondet - French
- Jakub Ruzic - Polish
- Tomasz Gosciniak - Polish
- Krzysztof - Croatian
- Don Roberts - Welsh
- Dami Legato - Italian
- Miguel Añel - Spanish
- Adriano Corallo - Portuguese
- Marc-Aurèle Bégin - French
- Patrick Jacquemart - French
- Guillaume - Dutch
- Melvin Grosse - Finnish
- Dimitris - Croatian

### Platinum Sponsors

A special thank you to our platinum sponsors for their help and support. One further thanks to their financial support.

adyen

open collective

Grav is proudly part of the Open Collective family. You can now support the project and keep development going strong by becoming a backer or a sponsor.

Sponsor / Support Grav

### Backers

Support us with a monthly donation and help us continue our activities.

AD WS KD IN OU JA TC IN JB TN KL WS KD IN OU JA TC IN

### Sponsors

Become a sponsor and get your logo on our READMEs on GitHub with a link to your site.

Inspire Home CP Totally Cheap top M CW S B PPCMode NameHero M

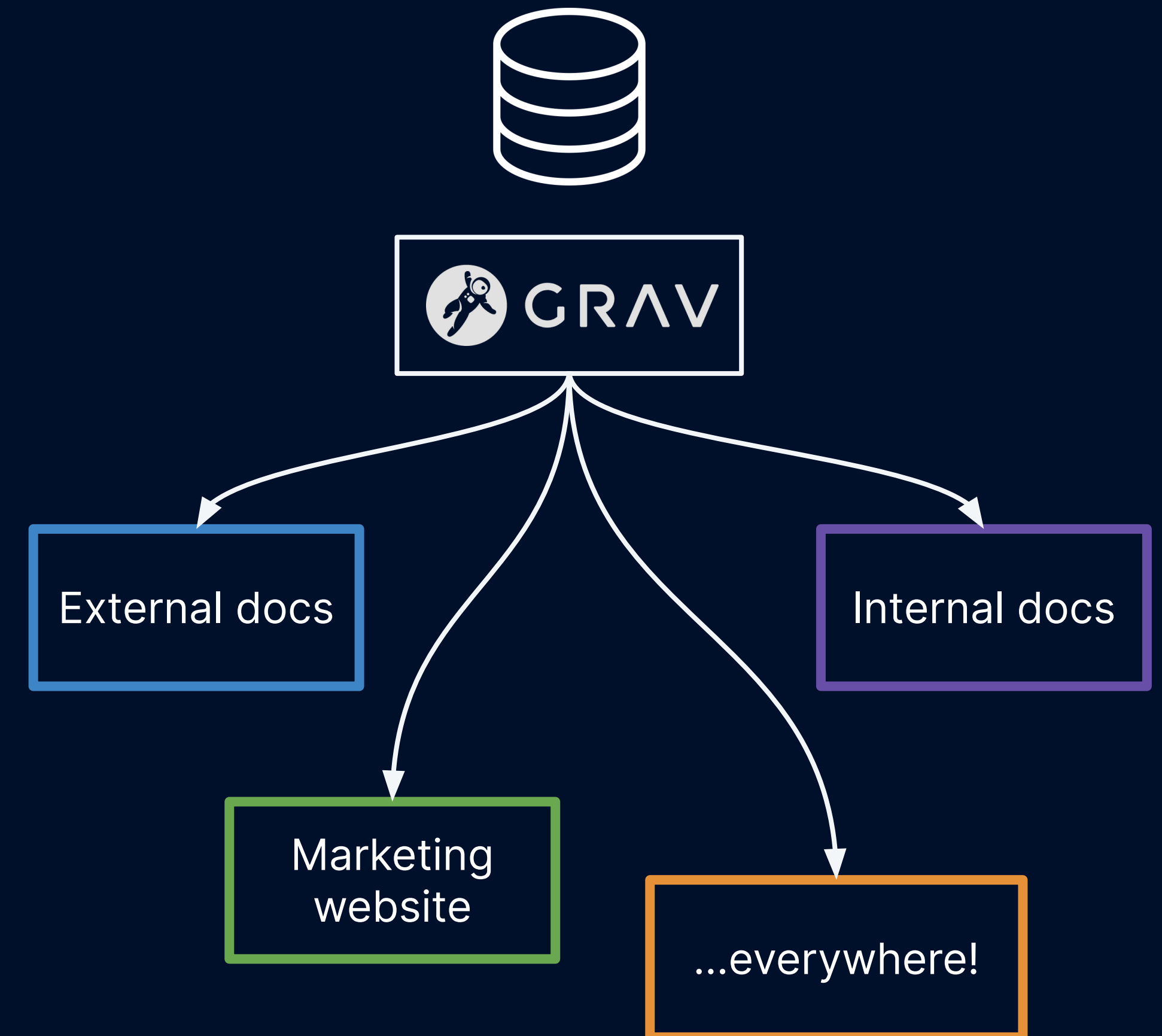
The future



# Tackling our biggest challenge

## Scaling consistently across platforms

- Create a single source of truth
- Information that cannot be generated from code
- Product teams responsible for accuracy
- Any system can read the data it needs



**Thank you!**