Conquering tribal knowledge with Grav

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Docs product specialist

adyen

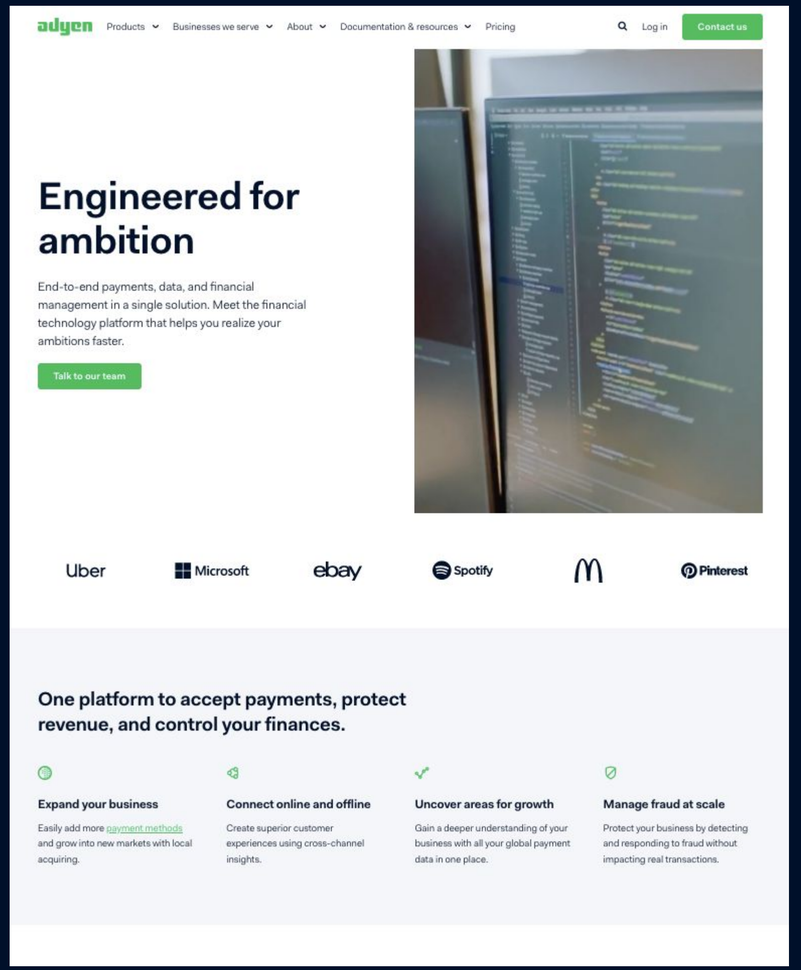
engineered
for ambition

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



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

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

Aleksei Akimov at FOSDEM19

Summary

Tech 🤖

Code, server instances, tests, customizability

People 💚

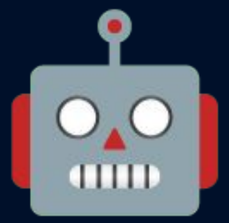
Different ways of collaborating and creating content

Open source

Collaboration with project maintainers

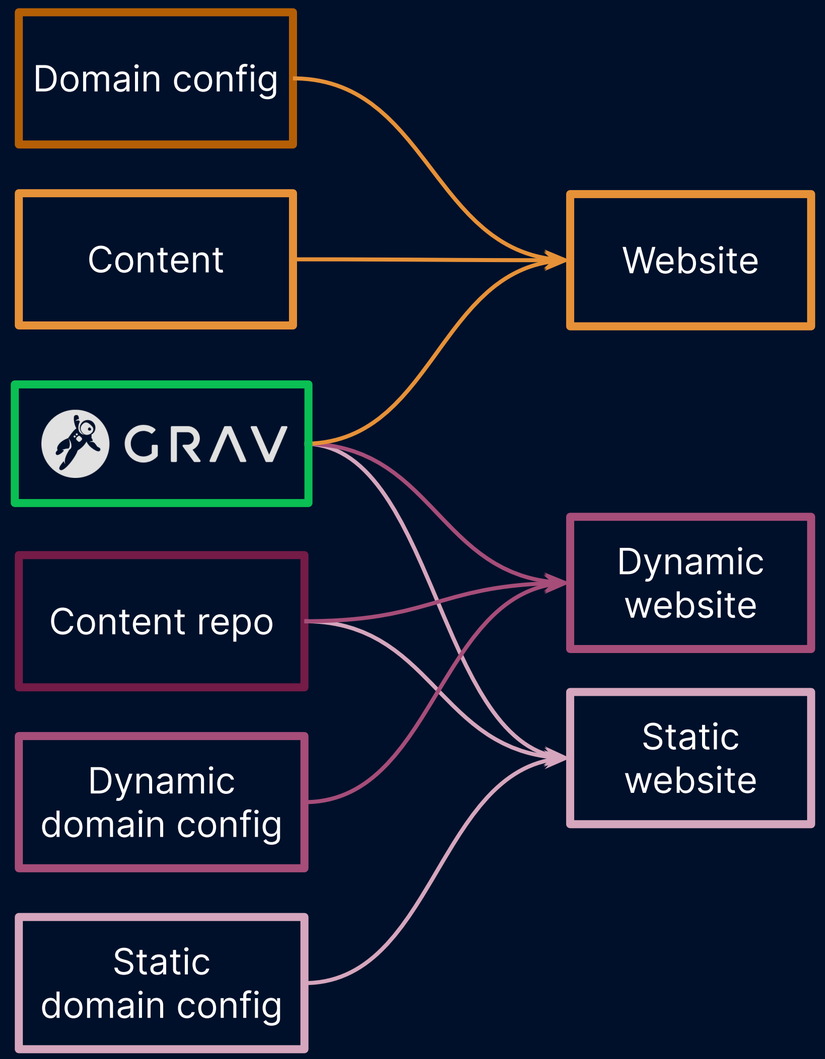
The future 🔮

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

```
# Broken Link Check Report
## Summary
- Files with errors: 7/22
- Found 8 errors:
    - 404 (docs link): 7
    - Sandbox link: 1
- Timestamp: 01-25-2023-125545
- Runtime: 4s

## docs/12.account/10.manage-payments/default.md - writer_ldap
### Sandbox link
| URL                                  | Link text | Link location                  |
|:-------------------------------------|:----------|:-------------------------------|
| https://docs.adyen.com/sandbox/... | status    | Under header "Look up payments" |
### 404 (docs link)
| URL                                  | Link text | Link location                  |
|:-------------------------------------|:----------|:-------------------------------|
| https://docs.adyen.com/sandbox/... | status    | Under header "Look up payments" |

## docs/04.marketplaces-and-platforms/06.verification-overview/default.md - writer_ldap
### 404 (docs link)
| URL                                  | Link text | Link location             |
|:-------------------------------------|:----------|:--------------------------|
| https://docs.adyen.com/...          | required  | Under header "Next steps" |

## docs/04.marketplaces-and-platforms/11.manage-account-holders/default.md - writer_ldap
### 404 (docs link)
| URL                                   | Link text  | Link location                   |
|:--------------------------------------|:-----------|:--------------------------------|
| https://docs.adyen.com/...           | user roles | Under header "View capabilities" |

```

Customizing Grav ...and beyond! 🚀

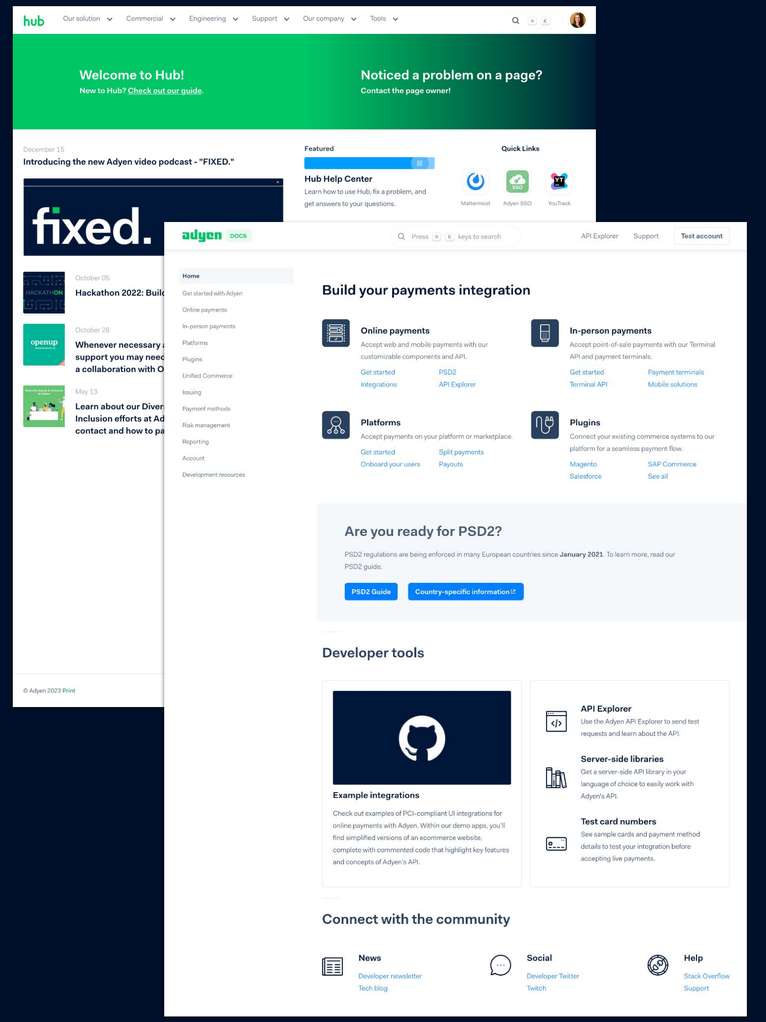
Themes - website-specific styling

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

People 💚

Different ways to collaborate and manage content 🙌

hub

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

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

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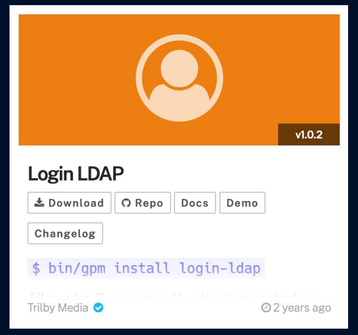
External docs

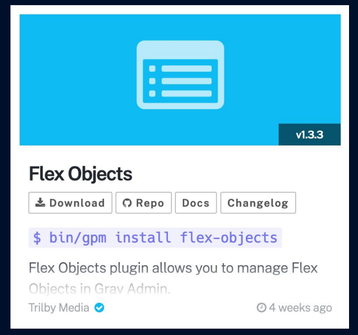
- Consistency with other platforms
- Need to scale complex content
- Users ask for older versions
- Find relevant content quickly

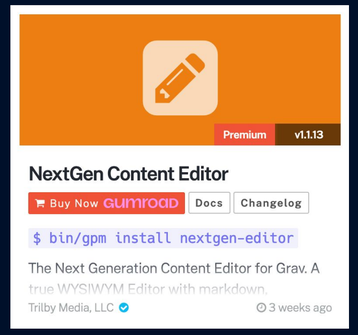
Open source

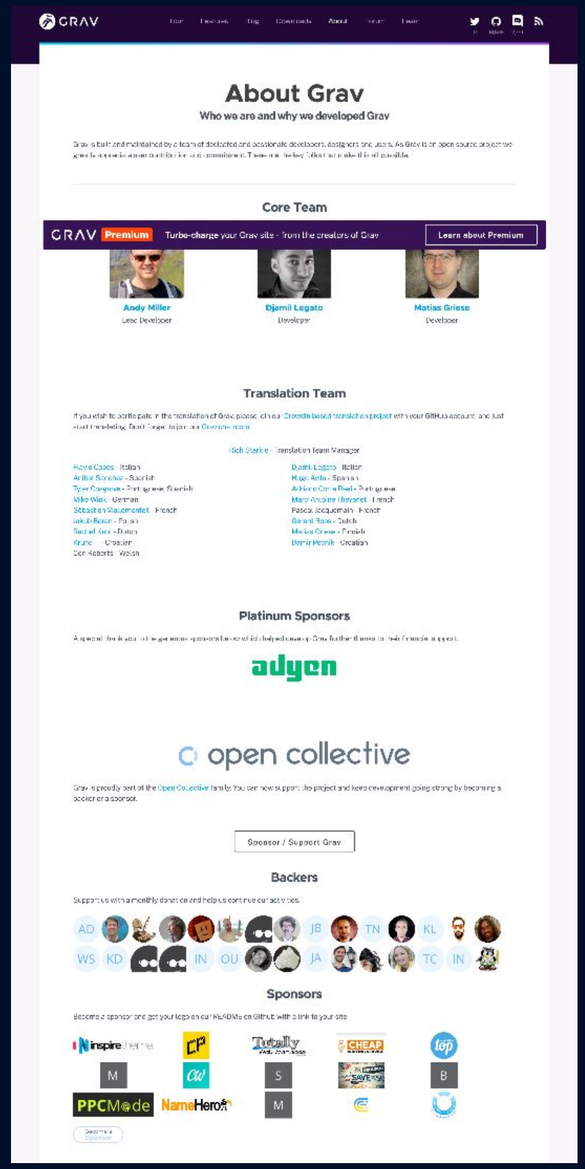
Working with Grav maintainers

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







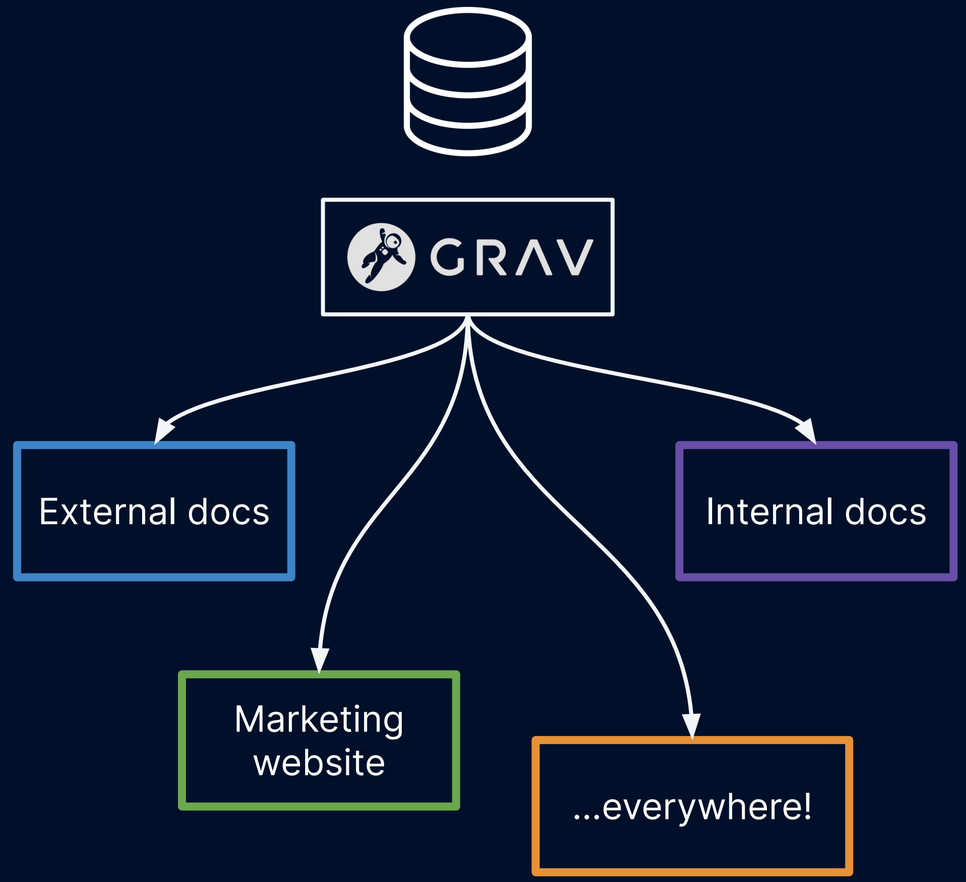


The future

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!