Demo Audit Report

Case Study: Infomaniak Knowledge Base (kDrive)

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1. Introduction

Purpose

Evaluate the clarity, structure, and multilingual quality of Infomaniak's knowledge base (KB), using kDrive as a representative service. The goal is to demonstrate how a documentation audit can highlight opportunities to improve usability, translation accuracy, and long-term maintainability.

Scope

- Deep dive into one service (kDrive)
- Light assessment of overall KB information architecture (IA)
- Observations on multilingual/translation aspects (French → English)

Limitations

- Not a full commissioned audit
- Findings are illustrative and based only on publicly accessible content
- No access to internal drafts, analytics, or editorial workflows

Methodology

1. Defined scope and selected service focus: kDrive articles
2. Assessed overall KB structure (IA and search
3. Evaluated content quality and UX
4. Reviewed multilingual and localization aspects.
5. Captured evidence with before/after examples.
6. Documented best practices observed.
7. Provided actionable recommendations.
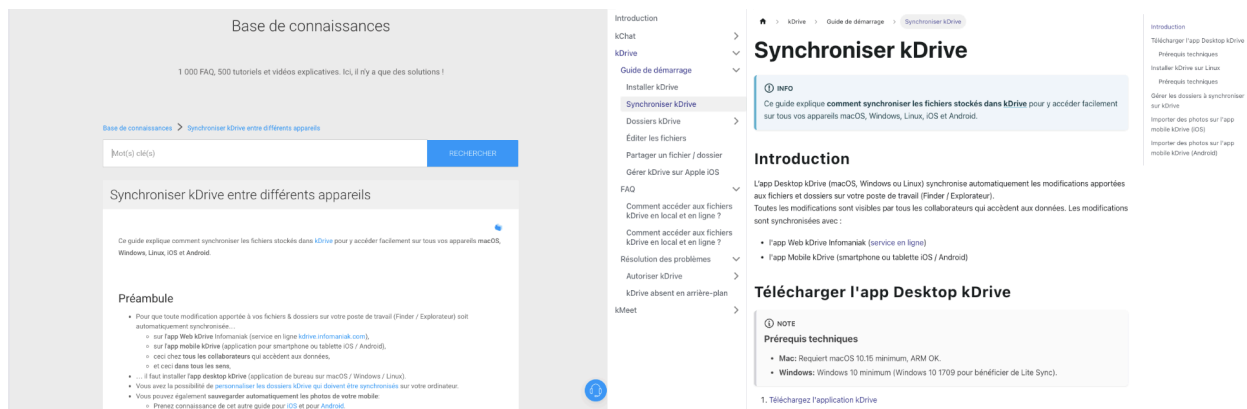
Contents

Legend

Good	Aligned with best practices - no issues observed
Partial	Partially implemented, inconsistent, or minor improvements recommended
Needs Work	Not aligned with best practices - action required to improve clarity, usability, or accuracy

2. Overall Information Architecture (IA)

Observation	Rating	Impact	Recommendations
Knowledge base separated into different services	Good	Supports general discoverability	• Maintain clear service separation
Search function present	Good	Users can locate content efficiently	• Ensure search relevance is tested
Cross-linking inconsistent	Partial	Users may not discover all relevant content	• Add cross-references only for truly separate topics
Deeper navigation lacks consistent structure	Needs Work	Users may struggle to find answers	• Define user journeys for each service • Streamline the category hierarchy to match these journeys • Use a side menu to improve topic visibility
Table of contents (TOC) for each service is flat expandable sections	Needs Work	Reduces overview of topics	• Organize TOC hierarchically • *See fig. 1*
Related content split across multiple pages	Needs Work	Users may miss related information	• Consolidate key information • Merge related articles
No clear organization per article type (Getting Started, How-To, FAQ, Troubleshooting)	Needs Work	Confuses users	• Group articles by type • Order by frequency of use

Fig. 1. Before/After information architecture: shows improved category grouping.

3. Content Quality

Selected Service: kDrive

Observation	Rating	Impact	Recommendations
Each article states aim at top	Good	Helps user understand purpose	• Ensure aim is relevant to content
Articles include screenshots and/or animated images	Good	Supports visual comprehension	• Ensure images are updated • Highlight relevant UI elements in screenshots
Headings used but hierarchy not respected	Partial	Hinders scanning	• Standardize heading levels • Apply style guide for structure and terminology
Instructions unclear or incomplete	Needs Work	Users may fail to follow steps	• Rewrite instructions for clarity and completeness • Front-load key information
Long sentences with multiple clauses	Needs Work	Reduces readability	• Split sentences • Use bullet points • *See fig. 2*
Brackets reduce readability/scannability	Needs Work	Dense text discourages quick reading	• Remove brackets • Separate warnings or exceptions from instructions
Steps assume prior knowledge	Needs Work	Some users may get lost	• Assume zero knowledge for first steps
Link text unclear	Needs Work	Users may click irrelevant links	• Use descriptive, task-oriented link text • *See fig. 3*
Non-standard use of ellipsis in bullet lists	Needs Work	Confuses readers	• Standardize all lists with proper bullet points • Avoid ellipses

Fig. 2 Example of long sentences with multiple clauses; rewritten for clarity and scannability.

Une fois l'application installée et la connexion à votre compte établie, vous disposez de l'application kDrive sur votre appareil:

- Sur un ordinateur, l'icône de l'app apparait dans la zone de notification de votre ordinateur (en haut à droite sur macOS, en bas à droite sur Windows et un double clic gauche dans la barre des tâches sur Linux) et un dossier kDrive est automatiquement créé dans vos documents personnels.

Vous avez installé l'application kDrive et connecté votre compte.
L'installation crée automatiquement un dossier kDrive sur votre appareil.
L'icône de l'application apparaît sur votre appareil, selon le système d'exploitation :

- **macOS :** en haut à droite de la barre de menu
- **Windows :** en bas à droite dans la zone de notification
- **Linux :** double-clic dans la barre des tâches

Before

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After

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- **macOS :** en haut à droite de la barre de menu
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- **Linux :** double-clic dans la barre des tâches

Fig. 3 Example of unclear link text; rewritten to be descriptive and task-focused.

Préambule

- Prenez connaissance de cet autre guide si vous recherchez des **informations générales** au sujet du partage de données sur kDrive.
- Prenez connaissance de cet autre guide concernant plus précisément le partage du **dossier commun**.
- Prenez connaissance de cet autre guide au sujet des permissions plus globales des utilisateurs **au sein de l'Organisation** s'ils en font partie.

Articles associés

- Guide générale sur le partage de données sur kDrive
- Guide sur la partage du dossier commun
- Guide sur les permissions globales des utilisateurs d'une Organisation

Before

Préambule

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4. Search & Discoverability

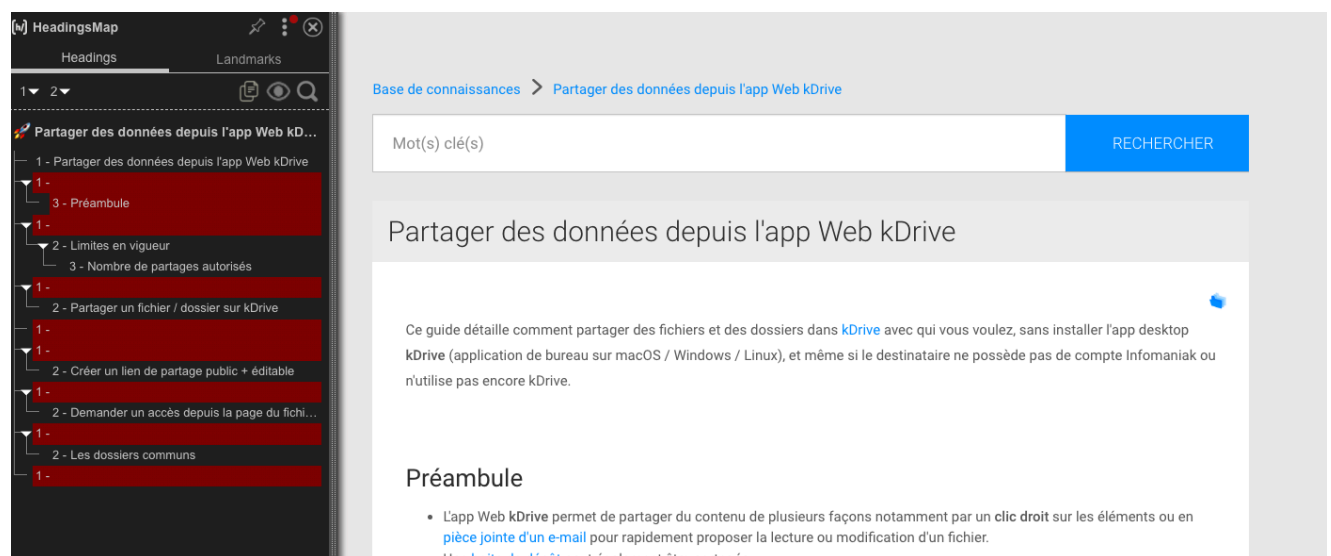| Observation	Rating	Impact	Recommendations
Common queries return relevant results	Good	Supports self-service	• Internal testing to confirm
Article titles sometimes too long	Partial	Reduced scanning efficiency	• Optimize titles for clarity and keywords
Service icons unclear in TOC	Needs Work	Users may misinterpret content	• Remove icons • *See fig. 4*

Fig. 4 Service icons in TOC are unclear; removed icons to reduce confusion.
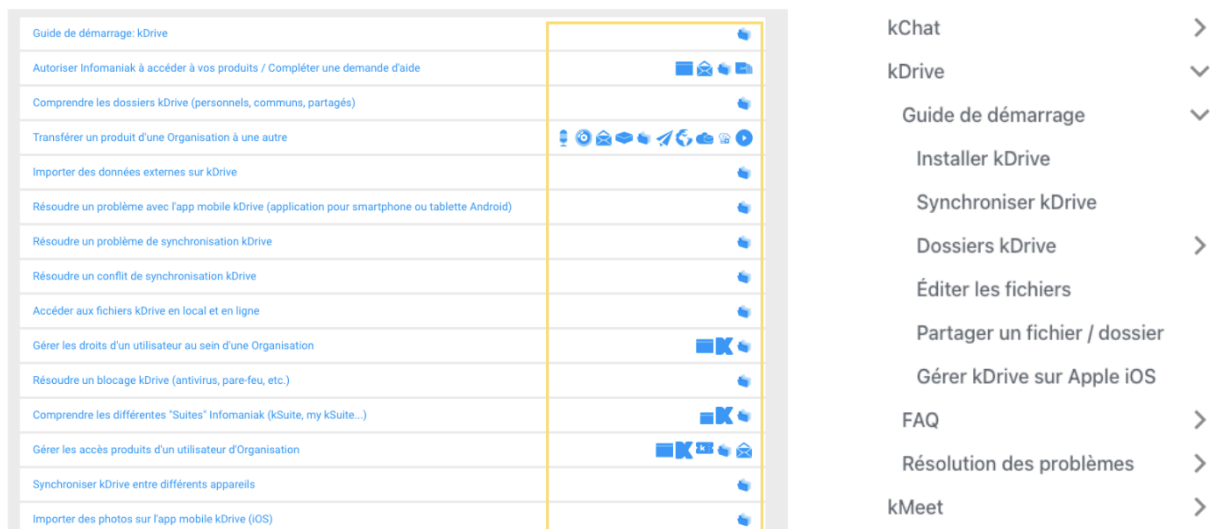
5. User Experience (UX)

Observation	Rating	Impact	Recommendations
General readable layout	Good	Supports comprehension	• Maintain layout
Mobile formatting adequate but not optimized	Good	Users can access on devices	• Split long sentences • Use bullet points
Breadcrumbs present	Good	Aids navigation	• Maintain breadcrumbs
Related article links missing or not clearly defined/relevant	Partial	Users miss additional resources	• Add a "Related Articles" section • Ensure links are relevant
Long sentences and unclear headings	Needs Work	Scanning hindered	• Break long text into shorter, scannable sections • Use concise task-focussed headings
Formatting inconsistencies	Needs Work	Affects readability and accessibility	• Use consistent heading levels, bullets, and list formatting • *See fig. 5*
Article aim sometimes not fulfilled	Needs Work	Users may leave KB without answers	• Ensure each article fulfills its stated goal

Fig. 5 Formatting inconsistencies, e.g. heading hierarchy; standardized for readability.

6. Governance & Maintenance

Observation	Rating	Impact	Recommendations
User feedback option available	Good	Encourages improvements	• Encourage use and track feedback
No last updated dates	Needs Work	Users may distrust content accuracy	• Display "Last Updated" dates • Schedule regular review cycles

Additional Considerations

Note: The following recommendations relate to governance and maintenance areas that could not be verified from publicly accessible pages. They are included to highlight best practices typically assessed in a full audit.

- ☐ Ownership of individual articles (unclear from public pages)
- ☐ Review cadence or scheduled update process (not visible)
- ☐ Metrics or analytics usage (not accessible)
- ☐ Content lifecycle practices (e.g. archiving outdated articles)

7. Multilingual / Localization

Note: *Source language assumed to be French, only English translation reviewed.*

Observation	Rating	Impact	Recommendations
Translated into multiple languages	Good	Expands international reach	• Maintain translations
English translations follow French structure literally in some instances	Needs Work	Reduced clarity for English users	• Refine source text • Review translations for naturalness • *See fig. 6*
Terminology diverges across articles	Needs Work	Confuses users	• Establish multilingual glossary • Review translations for consistency
English updates lag French	Needs Work	Delays accurate information	• Synchronize updates • Mark "last updated" dates • *See fig. 7*

Fig. 6. Literal French structure used in English translation (before/after source and target)

Original French (source)

Préambule

- Pour que toute modification apportée à vos fichiers & dossiers sur votre poste de travail (Finder / Explorateur) soit automatiquement synchronisée…
  - sur **l'app Web kDrive** Infomaniak (service en ligne kdrive.infomaniak.com),
  - sur **l'app mobile kDrive** (application pour smartphone ou tablette iOS / Android),
  - ceci chez **tous les collaborateurs** qui accèdent aux données,
  - et ceci **dans tous les sens,**
- … il faut installer **l'app desktop kDrive** (application de bureau sur macOS / Windows / Linux).

Updated French

Introduction

Installer l'app Desktop kDrive pour synchroniser automatiquement les fichiers et dossiers sur votre poste de travail pour tous les collaborateurs qui accèdent aux données avec :

- l'app Web kDrive (service en ligne kdrive.infomaniak.com)
- l'app Mobile kDrive (smartphone ou tablette iOS / Android)

Original English (target)

Preamble

- For any changes made to your files & folders on your computer (Finder / Explorer) to be automatically synchronized…
  - on the **kDrive Web app** Infomaniak (online service kdrive.infomaniak.com),
  - on the **kDrive mobile app** (app for iOS/Android smartphone or tablet),
  - this for **all collaborators** who access the data,
  - and this in both directions,
- … you need to install the **kDrive desktop app** (desktop application for macOS / Windows / Linux).

Updated English

Introduction

Install the kDrive Desktop app to automatically synchronize changes to the files and folders on your device for all collaborators who access the data with:

- the kDrive Web app (online service kdrive.infomaniak.com)
- the kDrive Mobile app (iOS/Android smartphone or tablet)

Note: This rewrite helps avoid overly formal language and misleading pronouns in the source text.
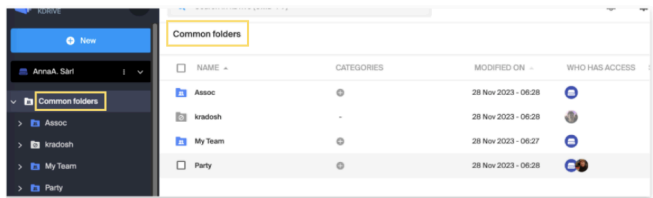
Fig. 7 Diverging terminology in translations; glossary needed for consistency.

Fig. 8 English updates lag behind French source; synchronization recommended.

8. Summary of Findings & Opportunities

Strengths

- ☑ **Multilingual offering** increases global accessibility
- ☑ **Screenshots** aid comprehension
- ☑ **Breadcrumbs** and **search** support navigation
- ☑ Clear **article aims** help users understand each page's purpose

Opportunities

- ☐ Streamline **IA consistency** across knowledge base
- ☐ Improve search and **discoverability** (titles, grouping, article types)
- ☐ Enhance kDrive **content clarity** and quality
- ☐ Strengthen **translation quality** and synchronization
- ☐ Implement stronger **governance practices**

Quick Wins

- ☐ Standardize **article titles** and **metadata**
- ☐ Add **related links** to top articles
- ☐ Create a **terminology glossary** across languages
- ☐ Correct **formatting** issues (headings, bullets, ellipses)

Longer-Term Improvements

- ☐ **Rework IA** for clarity, efficiency, and alignment with user journeys
- ☐ Implement **governance framework** (owners, review cadence, feedback loop)
- ☐ Strengthen **multilingual localization** workflow and translation review process
- ☐ Consider a **static site generator** for clearer IA (e.g., Docusaurus)
- ☐ Refresh kDrive content over time, aligned with the **style guide**