TECHNICAL DOCUMENTATION SERVICES

Discover how technical documentation enhances user experience and leads to customer satisfaction

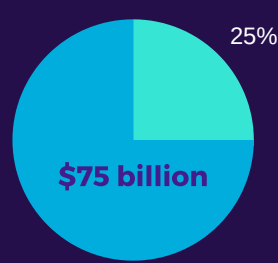## Why do you need technical documentation?

A technical document describes the functionality and architecture of a product, enabling the end-user to use a product.
In the absence of a well-authored technical documentation,

➡ How will you describe what the product is intended to do?
➡ How will you configure a software without a well aligned configuration document?
➡ How will you repair a product without a troubleshooting guide?
➡ How will you use a product or know its feature set without a user manual?

A good piece of technical documentation not only empowers the end-user but also serves as a marketing asset for the product!

$75 billion was lost by companies in 2018 due to poor customer service!

25%

$75 billion

75%

Source: *NewVoiceMedia's 2018 Serial Switchers Report*

Poor documentation leads to:
- Inconsistent and incorrect information
- Confusion and frustration amongst customers
- Increased investment and load on customer support services
- Poor product usage

How we work?

1 Requirement gathering
- Gather product knowledge through source documentation and SME discussion
- Hands-on experience with the product and playing the role of a QA and end-user rolled into one
- Determine the deliverable type and the documentation tool

2 Document designing
- Design the template and TOC
- Define the documentation structure and layout
- Suggest usability, such as on-screen text alerts, error messages, and other field names

3 Content creation & validation
- Regular feedback from all the stakeholders and testing the document to validate the technical content's authenticity
- Consistently updated technical content as per the user feedback and dynamic business requirements

4 Agile Methodology
- Technical document is updated with the product in sprint-based iterations
- Efficient collaboration with technical and business stakeholders

One-stop shop for technical documentation

Our offerings include :

- Simplified Technical English
- Technical authoring & illustrating
- User manuals
- Configuration docs

- Troubleshooting guide
- Online help manual
- Release notes
- FAQs

- Infographics
- Conversation design for chatbots
- Digital Adoption Platforms
- Software demonstration and simulation videos

Our expertise and strength lies in information developers who are well-versed with the technical value and business logic of a product. We are focused on delivering clean, coherent, and crisp documents to the right end-user at the right time.