

Technical Authoring



→ Your challenges

- Your customer expects timely, comprehensive and user-friendly documentation,
- Your skilled staff write documentation (e.g. maintenance and operating manuals),
... but they are too expensive to write manuals,
... nobody understands what they write: it is “*engineer talk*”,
... and when they are gone, who takes over?
- You need to update and manage your documents,
... to cut them into logical information sections for easier reusability and consistency,
... and to decide on who will provide, write, edit, revise, validate and retire content,
- Your document base should allow for automated processing while preserving consistency in spite of continuous updates,
- Your documentation has to comply with legal and/or industry regulations, or contractual requirements,
- Your time to market is affected by not having documentation available on time.

→ We can help

- We create and edit technical documentation in various sectors (aerospace, manufacturing, energy, etc.) and in various formats (Word, Framemaker, RoboHelp, InDesign, etc.),
- We favour single-source content creation in XML or SGML,
- Our methodology consists of:
 - Understanding how your product or service works,
 - Putting ourselves in the position of the end-user in order to optimize your documents,
 - Content modelling – structuring the collected information to define the architecture and information units,
 - Creating a documentation set (e.g. conducting usability tests), and
 - Illustrating your documentation (e.g. artwork, technical drawings).
- Our technical writers, themselves qualified engineers, have a wealth of expertise. They are aware of all aspects of product management, from R&D to launch, installation, operation, maintenance and repair,
- We have the capacity to localize your documentation,
- We are familiar with industry standards (AECMA, ATA, DITA, ...),
- We focus on quality (ISO 9001:2000, EN 9100, ISO 27001).

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→ Your benefits

- We have more than 15 years of experience in the area of document engineering and technical documentation,
- We master all disciplines related to document and content management,
- We offer you an all-encompassing process, including qualified resources, that fits your needs and time requirements. This way, you can focus on your core business,
- By improving content at its inception and allowing it to be extended further down the line, subsequent processing becomes easier. Your document and content lifecycle becomes shorter, less expensive and more reliable,
- Our worldwide presence (near- and offshore) allows for round-the-clock production,
- We develop business cases demonstrating cost-efficiency, in order for you to lower both your Total Cost of Ownership (TCO) and operating cost.

→ References

Airbus/EADS
Alcatel-Lucent
Alstom
Bombardier
Dassault
GE Healthcare

Klingelberg
KUKA
L-3 Communications
Safran
Sagem
Thales

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