



VMC SUCCESS STORY

Technical Product Documentation

User documentation for a TV-based technology

Overview

Country: United States

Industry: Technology

Service areas: Technical Communications

Customer Profile: A worldwide leader in software, services, and Internet technologies for personal and business computing.

Business Challenge: The client needed documentation to support the company's new TV-based computer technology.

VMC Solution: VMC provided experienced technical writers who could quickly produce effective, targeted documentation that supported the new product.

Benefits:

- VMC's rapid implementation of a team of expert technical writers enabled the client to ship their product on time with a comprehensive set of user documentation.
- The writers hired possessed backgrounds in both science and technical writing. The client could be confident knowing the people producing critical user documentation were both professional and knowledgeable.

Business Challenge

The client had created a remarkably innovative new product that blurred the line between television and the computer. But before they could roll it out to the market, they needed to create help files and user documentation that would make their customer's experience smoother and support adoption of the new technology.

The client turned to VMC's Technical Communications team to obtain the skills expertise to quickly produce effective user documentation to support their new product, targeted to a consumer audience.

VMC Solution

VMC assigned two technical writers and a project manager to the TV project, and VMC developed a project plan to support the project objectives, outlining key milestones such as outline, first draft, and final draft due dates, with client review periods built in. Next, the VMC team proceeded with necessary information gathering to ensure they understood the full scope of content needed to write the documentation. The team then defined several sections of the planned documentation to ensure easy access and clear communication: three help files, installation information, customization information, server administration information, and application overview information.

Per the client's requirements, VMC used client templates and programs when writing the documentation. Specifically, end user help content was written in a proprietary markup language; and the administrator's guide was written using the



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client's internal authoring environment and based on the client's Word template. Additionally, VMC's technical writers adhered to the client's Manual of Style for editorial guidelines.

Results

VMC delivered the following documentation to the client, on schedule:

- Three help files in the specialized format that the client required, each containing an average of 40 topics
- A 160-page administration guide, written using the internal authoring environment that the client required

The client was able to ship complete, accurate end user and administrator documentation with their product, on schedule for the planned release date.

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