

# Company Profile

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## Fields of Business Activities

**Technical and software documentation (print media, electronic books, online documentation, multi-media training systems) as well as consulting services (project coordination, personnel services)**

### External Documentation

- ▶ User manuals
- ▶ Operation manuals
- ▶ Installation guidelines
- ▶ Product information
- ▶ Training materials

### Internal Documentation

- ▶ Project documentation
- ▶ Professional and technical documentation
- ▶ Code documentation (e. g. APIs)
- ▶ Other documentation (e.g. software developer or support documentation)

### Training Systems

- ▶ Didactical, target group-oriented training materials and presentations
- ▶ Web- and computer-based training systems and tutorials (WBT, CBT)

### Online Help Systems

- ▶ Context sensitive UA (User Assistance)
- ▶ Based on maintenance-friendly single source publishing principle

## Software Localization, Terminology Administration

- ▶ Consistent use of terminology, e.g. in manuals, GUIs and program texts (German and English)

## Translations

- ▶ German <> English
- ▶ Further languages on request

## Current Projects

### Training Project with Telecommunication Industries

- ▶ Service platform trainings and product shows for operators, release trainings
  - Coordination
  - Presentation

### Software Documentation for a Content Management System

- ▶ Manuals, online help systems and presentations for a CM software (specialized in Digital Asset Management and Image Syndication)
- ▶ Software localization, translations into English

### Software Documentation for Credit Risk Management and Banking Software

- ▶ Credit risk management and rating software:
  - User manuals
  - Installation and operation manuals
  - System manuals
  - Migration manuals
  - Online help systems
- ▶ Electronic payment transactions software:
  - User manuals
  - Installation guidelines and operation manuals
  - Online help systems

### Documentation and Change Management for the Aerospace Industries

- ▶ Creation of modification files (technical repercussion sheets, modification proposals, technical dossiers, modification approval sheets)
- ▶ Change Management - coordination of different entities within engineering processes

## Previous Projects

### Software Documentation and IT Training for a Telco Billing System

- ▶ Creation, maintenance and quality assurance of documentation and training materials for a customer care and billing system
- ▶ Quality assurance of project-related documentation (requirements analysis) and updates of affected product documentation
- ▶ Coordination and presentation of in-house employee trainings for software developers
- ▶ Change management according to the IT infrastructure library (ITIL) for the productive systems in the range of billing, mediation, and network operations
- ▶ Software localization, consistent terminology administration
- ▶ Interface description between network elements and internal systems
- ▶ Special subjects:
  - Usage processing and rating
  - Customer care
  - Dealer management
  - User administration
  - Database setup and description
  - Mediation (provisioning and billing)

### Documentation of Naval Communication Systems

- ▶ Vessel-specific description of internal and external communication systems in frequency ranges between VLF and SHF
- ▶ Customizing of graphics (functional diagrams) and descriptions of broadband systems
- ▶ Description and configuration of internal test systems
- ▶ Description of customized transceiver telecontrols
- ▶ Interface descriptions

### Localization of a Software for the Food Industries

- ▶ Translation of a training software for the food industries from German to English

### Translation and Modification of Design Documents from the Telco Industries

- ▶ Translations with consistent terminology; formal editing and revision procedures

## Equipment

### Documentation Platform

- ▶ Adobe® FrameMaker® from Version 5.0
- ▶ Microsoft® Office® 2000 Professional
- ▶ Webworks® Publisher for FrameMaker 2003®
- ▶ dokay OfficeHelp from Version 3.0
- ▶ Macromedia® Dreamweaver® 4.0
- ▶ Interleaf 6.0

### Image Editing

- ▶ Adobe® Photoshop® 7.0
- ▶ Adobe® Illustrator® 9.0
- ▶ Microsoft® Visio® 2000