Logistics Solutions Expertise

Agility

Client Description

Agility is one of the world's leading providers of integrated logistics to businesses and governments. It is a publicly traded company with $6.3 billion in annual revenue and more than 32,000 employees in 550 offices and 100 countries. Agility brings efficiency to supply chains in some of the globe's most challenging environments, offering unmatched personal service, a global footprint, and customized capabilities in developed and emerging economies alike. They have indigenously designed a warehouse software product which helps improve visibility of the warehouse processes.

Product Name

AJIRA

Documents Prepared

User Manual, Online Help, Technical Reference Manual, Presentation, Technical document

Approach

Being the very first initiation of acquiring International Standards documentation in Agility, we have engaged a strategic approach towards building a strong documentation base for the organization. We have modeled them an onsite/offsite process of execution where the documentation is carried out in both the ways: internally and externally. Internally, we had brief KT (Knowledge Transfer) sessions with the SMEs regarding the Product Flow and customer background. These sessions has led us towards identifying the audiences and later, outline the document followed by designing the document framework.

During the document development phase, the onsite resources gathered the information along with the screenshots and were submitted to the offsite team of TechTotal headed by Technical Leads, SMEs, Editors/Proofreaders, and Graphic Designing Team who were involved in polishing the content in terms of Standardization, Quality of content, Presentation and most importantly, improve clarify of the information.

"It was a Wonderful experience with TechTotal during product documentation, as they took control of the documents throughout and delivered us on time, which were to the expectations. "

Sreelatha – Project Manager