Number of Documents: 6

Number of Pages: 2000 apprx

Tools Used

- Microsoft Word: To prepare rough drafts
- Adobe RoboHelp: To import documents and generate Help File (.html)
- Microsoft Visio: To design work flow and architectural diagrams
- Adobe Acrobat: To generate PDF file from the Word Document
- Snag IT: Capture screenshots and edit the images.
- Adobe Photoshop: To design brochure layout, icons, cover and banner images.

Team Size: 3 Technical Writers, Lead, SME

Client Description

BSG is one of the leading information technology solutions company operating in the **Middle East** markets since 1995. BSG's primary focus is the delivery of Business Intelligence/Data-warehousing and Supply chain execution solutions and services to customers in the region.

Product Name

Aware Transportation, Aware Warehouse, Aware Finance, Aware Fleet, and Aware Procurement.

Documents Prepared

User Manual, Online Help

Approach

Being a marketing franchise for one of the pioneers Exactus UK, BSG is one of our overseas clients where they are targeted to sell their expertise with the best possible customer support to their Supply Chain customers. It was a complete outsourcing engagement with the client where the documents were built through TechTotal's SMEs and Lead's efforts. We were initially appointment for a short-term visit to BSG -Dubai and later, the task has been executed from TechTotal Hub.

"After a lengthy search for conversion partners, we joined forces with TechTotal...The results have been astounding. Very quickly, our production process turned from weak-link/bottleneck to become one of the project strengths and selling point."

- Raheel Khan, BD Head