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NESS

Client Description

Ness Technologies (**a CMM Level 3 Company**) is a global IT services provider with 8300 people in 18 countries. It has award-winning IT services, teams, and skill-sets scale globally as business evolves and delivers services in the combination of on-site, near-shore or off-shore.

Product Name

Standard & Poor's RMBS Loan-Level Data Feed

Documents Prepared

User Manual, Help File (Web-based), Brochure, Quick Reference Guide, RFP

Approach

Ness approached us at a crucial time of release of their product which needed short-term documentation to be built for the release. We have appointed a dedicated resource within the project team who connects to the offshore development team in UK and update them with the documentation plan and work estimations. The resource has to effectively communicate with the offshore team along with the Program Manager to identify the documentation needs and suggest the best possible documentation plan.

"TechTotal helps us identify critical business information through their expertise and provides solutions for effectively managing that valuable asset."

- Arvind, Associate Consultant, Ness.

Number of Documents: 6

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: 1 Technical Writer,
SME