

TECHNICAL WRITING SERVICES

Our objective is to provide each client with an efficient and reliable resource who can produce and/or maintain their documentation, as well as deliver it in various formats.

Our goal is to provide the same services that you would expect from an in-house documentation team, with the same level of expertise and detail.

HelpWrite, Inc.

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In today's fast paced information technology (IT) society, new products are not only created at a record pace, but existing products are changing even quicker. With the influx and necessity of eBusiness, product-to-market can virtually occur overnight. Now keeping documentation up to speed becomes an added challenge—this is where HelpWrite steps in to offer a unique blend of writing services to develop your content for today's fast-moving environments.

At HelpWrite, we understand the challenge in finding good writers who can respond quickly and professionally, and who understand technical content.

That is why our experienced staff is trained to meet business, technology, and software challenges, keeping our clients' business and product documentation on track.

Because we understand the dynamics of today's technologies, we develop technical documentation using the most innovative tools and industry techniques. Now clients can be sure that HelpWrite will always deliver the most effective solution for their documentation needs.

OUR APPROACH

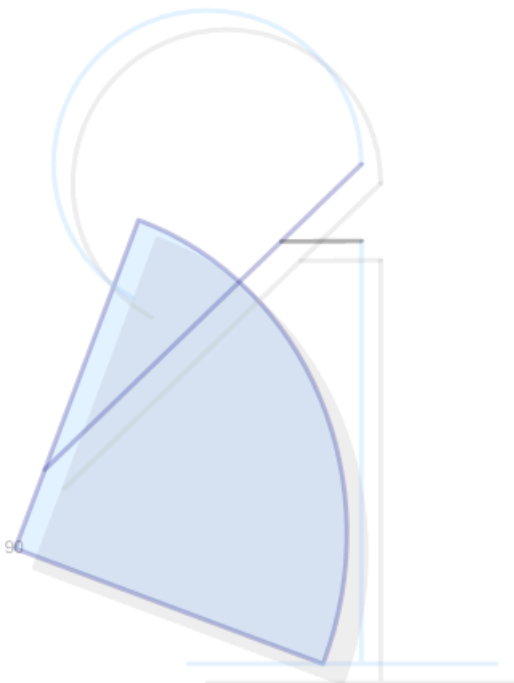
HelpWrite promotes a single source service for creating and developing technical documentation by fitting into the client's project, while managing the entire written project. From the initial outline to final draft, our development team responsibly delivers content throughout each phase (outline, layout, copy, edit) of the documentation process.

By leveraging our expert approach, we will improve each client's time to market and streamline their documentation processes—saving them time and money while increasing overall efficiency and productivity.

Our thorough process ensures accurate content by including hands on time with software and equipment—familiarizing us with a client's specialized products, processes, and user needs. And working closely with the client's subject matter experts (SMEs) provides a complete working knowledge of their products.

HelpWrite incorporates a series of edits and proof-reads text, ensuring that the content is accurate, complete, and grammatically correct.

Every document we create is designed exclusively for each client, allowing us to produce designs and layouts in any format desired. Our development team can also convert any written content into an electronic format (HTML, PDF), allowing convenient access and distribution of any document—supporting every eBusiness expectation.



OUR SERVICES

HelpWrite furnishes a number of custom technical writing services, supporting software development projects, training systems and classrooms, policies and regulations, and business processes.

Our trained professionals will work directly with each client and their SMEs to develop, write, and design the exact documentation their company needs, including, but not limited to:

- ▶ User Guides
- ▶ Administrator Manuals
- ▶ Installation Guides
- ▶ Quick Start / Getting Started Guides
- ▶ Maintenance & Repair Manuals
- ▶ Training & Scenario Manuals
- ▶ Online Help Content
- ▶ eLearning Content
- ▶ Technical Marketing Materials

In support of HelpWrite's international clients, documentation can be translated into a number of languages using only the best translators. Languages our documentation is currently translated into include:

- ▶ Arabic
- ▶ Chinese
- ▶ French (EU/CAN)
- ▶ German
- ▶ Italian
- ▶ Japanese
- ▶ Korean
- ▶ Portuguese
- ▶ Russian
- ▶ Spanish

OUR PROCESS

At HelpWrite, a simple series of steps are used to create each technical writing project. We deliver exactly what is requested by following this step-by-step process:

- 1** We meet with the client and determine their documentation needs, intended audience, and delivery date.
- 2** We obtain content specifications and gather information to create an outline and project timeline. (Client approval is required.)
- 3** We present a layout and design, as well as a style guide. (Client approval is required.)
- 4** Our team begins writing the initial draft and develops graphics and drawings, as needed.
- 5** We incorporate the client's feedback, and revises the content and illustrations, as needed. Our internal editing team reviews the content for grammar, spelling, and layout.
- 6** We submit a second draft to the client and then insert any modifications.
- 7** We create the table of contents and index, and then perform a final proof.
- 8** We provide a final draft in electronic format and deliver the master files to the client.
- 9** We continue to update the client's content on an as-needed basis.

Giving clients expert technical content strategically positions their products in today's competitive market. Just as important, HelpWrite's technical writing services provide organizational value—saving each client money, while expediting their processes and increasing productivity.



ABOUT HELPWRITE, INC.

Founded in 1999, HelpWrite, Inc. continues to provide value-added technical writing, training, and eLearning solutions for today's demanding businesses and organizations.

HelpWrite's services give our clients a competitive edge by offering a complete product package and delivering award-winning content using a variety of media. Our comprehensive solution is designed for us to produce, maintain, and manage a client's entire documentation needs by seamlessly integrating with their companies.

HelpWrite's clients range from enterprise-wide software development companies to state-of-the-art weapon simulation manufacturers. HelpWrite's expertise maintains content in a user-friendly method—promoting ease of learning and ease of product use.

At HelpWrite, we are both a consulting company and an experienced technical communications team dedicated to helping our clients create award-winning user assistance.

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