

# Technical Writing Solutions

Need help producing high-quality, professional documentation?



## PROJECT WORKFLOW

ASCENT uses a comprehensive project management approach to help ensure your project is kept on schedule and within budget, and is completed to your satisfaction.

### INITIATING

- Determine project objectives, target audience, and other requirements.
- Define preliminary scope of project.
- Estimate costs.



### PLANNING

- Gather existing content and best practices for use on project.
- Establish project scope, cost, schedule, list of deliverables, delivery dates, method(s) of delivery, and communication plan.



### EXECUTING & MONITORING



### CLOSING

- Receive final acceptance from client.

*Does your organization experience any of these documentation challenges?*

- » Needs editing for English-speaking audience
- » Inconsistent across products
- » Lacks 3D models, charts, diagrams, illustrations, or animations to convey concepts
- » Requires format conversion (e.g., to online or other format)
- » Unclear documentation resulting in high volume of support calls or loss of business
- » Documentation required within tight timelines
- » Documentation writers are unavailable

**If you're not sure where to start, let ASCENT help you!** Our expertise enables us to quickly understand your organization's products and individual concepts, and to effectively communicate them in your documentation.

ASCENT's Technical Writing business began with the development of classroom training curriculum. Using sound instructional principles, ASCENT developed a curriculum that put students through a discovery process, which ensured knowledge transfer. While instructional design is still at the heart of our business, our expertise and experience have led us to develop many other types of work.

**ASCENT specializes in developing the following:**

- Product specifications
- Software and online help documentation
- Knowledgebase content
- Standard operating procedures
- Best practice methodologies
- User, installation, and quick reference guides
- User quizzes
- Flowcharts, diagrams, illustrations
- Interactive tutorials
- Instructional animations
- Marketing communications
- eLearning content, design, hosting, and implementation

To view samples of ASCENT's work visit:  
[www.ASCENTed.com/techwriting\\_portfolio.htm](http://www.ASCENTed.com/techwriting_portfolio.htm)



www.ASCENTed.com

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## Why choose ASCENT?

Here are a few reasons clients choose to work with ASCENT:

**Experienced Company:** ASCENT has over 20 years of experience developing high-quality, professional, technical documentation and knowledge assessment products.

**Dedicated Team:** ASCENT staffs a multi-disciplinary team of specialists skilled in technical writing, 3D modeling software, multimedia development, engineering, instructional design, and project management.

**Virtual Collaboration:** ASCENT uses online meeting tools to facilitate collaboration and confirm project requirements.

**Comprehensive Project Management:** ASCENT uses a comprehensive project management approach to ensure your project is kept on schedule, of high quality, and within budget.

**Contract Writers:** Supplement your existing in-house writers with our services to meet multiple project deadlines. If you do not have an in-house technical writing team, our services are the ideal solution.

**Globalization Strategies:** Let ASCENT work with you to achieve your goals of increasing international business by updating your communications and web content to ensure they are suitable for the North American market.

**Comprehensive Services:** ASCENT offers three levels of Technical Writing services to accommodate a wide range of needs within many industries.

## Choose the level of service that best suits your needs:

Service	Level 1	Level 2	Level 3
Comprehensive documentation review to assess goals.	✓	✓	✓
Check for correct spelling, grammar, and punctuation.	✓	✓	✓
Ensure compliancy with corporate style guide, where applicable.	✓	✓	✓
Enhance existing content to improve clarity, organization, and flow.		✓	✓
Create new content including charts, diagrams, and multimedia, where applicable.			✓
eLearning system implementation.	Optional	Optional	Optional

To create and complete high-quality projects to your complete satisfaction, we use tools including:

- Adobe Acrobat (including 3D)
- Adobe Dreamweaver
- Adobe RoboHelp
- Adobe Captivate
- Adobe InDesign
- Adobe Flash
- Adobe Framemaker
- Microsoft Word
- Microsoft Visio
- Webex
- 3DVIA Composer

## CONTACT ASCENT

Interested in a quote for your project? Contact ASCENT to receive your free quote:

**Toll Free:** 1.866.527.2368

**International:** +1 434.817.7908

**Email:** tech.writing@ASCENTed.com

**Website:** www.ASCENTed.com

