Your products are high-quality, shouldn't your documentation be too?

Like many manufacturers, your organization develops and builds products that deliver value to customers. But is your documentation as professional as your products? ASCENT's Technical Editing and Writing team helps organizations clearly communicate key product information to both end users and internal audiences. The result is increased customer satisfaction and enhanced support for your brand.

ASCENT's solutions are a good fit for your organization if you experience any of the following:

► **Your existing documentation is unclear.** When documentation is produced outside North America, it often needs editing to address typographical errors and to clarify concepts for English-speaking audiences. In other cases, documentation may lack the 3D models, charts, diagrams, illustrations, and animations that help convey concepts more clearly.

► **Your organization faces resource constraints.** Perhaps you have tight deadlines for documentation and in-house writers are unavailable.

► **Confusing documentation is leading to customer dissatisfaction.** When documentation is inconsistent or confusing, it often results in a high volume of support calls or even worse, product returns and lost business.

► **Inadequate training content makes it difficult for employees to support your products.** Best-in-class manufacturers ensure that their employees have the resources needed to provide outstanding service and customer support. However, many organizations struggle to document best practice methodologies and create clear knowledgebase content.

ASCENT specializes in proofreading, editing, and complete authoring of documents such as:

- Product specifications
- User & installation guides
- Quick reference cards
- Standard operating procedures
- Software and online help documentation
- Flowcharts, diagrams, and illustrations
- Marketing communications
- Instructional animations
- Interactive tutorials and user quizzes
- eLearning content (including design, hosting and implementation)

To see examples of ASCENT's work, visit our online portfolio.

Why Clients Choose ASCENT Technical Editing and Writing Services:

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

► **Globalization Strategies.** Manufacturers and other multi-national firms choose ASCENT to achieve their international business goals. Our team is skilled at updating documentation, web content, and other communications so they are suitable for the North American market.

► **eLearning Content.** Documentation isn't limited to printed books, brochures, and user guides. ASCENT is proficient at creating and updating content that resides in clients' learning management systems. The Technical Editing and Writing Services team has experience working with many different online learning platforms.

► **Comprehensive Project Management.** ASCENT's project management process ensures projects stay on schedule, produce high quality deliverables, and meet budget requirements.

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

► **Affordable Solutions.** Enhancing documentation doesn't have to break the bank. ASCENT's Technical Editing and Writing team is skilled at proofreading and editing existing documentation. The result—clearer information for customers and employees at an affordable price.

ASCENT offers three levels of Technical Writing services to meet the diverse needs of many industries:

Level 1	Level 2	Level 3	Service
✓	✓	✓	Comprehensive documentation review to assess goals.
✓	✓	✓	Proofreading for correct spelling, grammar, and punctuation.
✓	✓	✓	Compliance 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.
Optional add-on at any level			Create or update content for eLearning systems.

ASCENT creates projects using a range of tools such as:

► Adobe Acrobat (including 3D)

► Adobe Dreamweaver

► Adobe RoboHelp

► Adobe Captivate

► Adobe InDesign

► Adobe Flash

► Adobe Framemaker

► Microsoft Word

► Microsoft Visio

► WebEx

► 3DVIA Composer
…and more

CONTACT ASCENT

Interested in a quote for your project? Contact us!

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