



## **Documentation Solutions**

*"Communicating with Words"*

### **Technical Documentation**

Technical Manuals  
Software Usability Testing

### **Project Documentation**

Project Management  
Project QMS

### **Business Procedures**

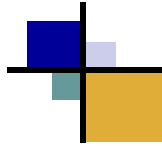
QMS Procedures  
Business Processes

### **Training Documentation**

Training Manuals

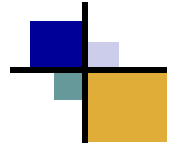
### **Web Services**

Web Help & Design



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## Documentation Solutions for your Business

Providing your one-stop solution for authoring and documentation services.

Whether it needs to be written, rewritten, updated, edited, scanned, formatted, extracted, converted, or completely overhauled.

Delivering a dedicated personal, flexible and professional service working with you to achieve your objectives and offering solutions to help you get information into the format that best serves your needs.

Use us as a convenient source for those complex and simple tasks, as your long term documentation service, to create and manage information development for your project or working as part of your documentation team to meet those emerging deadlines.

***What we are best at is supplying the services that meet your needs!***

### Key Service Features

- ❑ Technical Documentation
- ❑ Software Usability Testing
- ❑ Projects
- ❑ Business Procedures
- ❑ Web Services
- ❑ Training



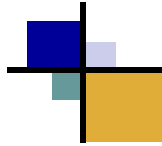
Why would you want to use a Technical Author, what do they offer: -

- ❑ A technical education and background
- ❑ In-depth career experience within technical environments: -
  - Design, manufacturing, quality systems, commercial
  - Projects, service, customer support, training
- ❑ Good communication skills, especially in the written word
- ❑ The ability to translate technical jargon into user friendly documents
- ❑ Expertise in producing a wide variety of documentation
- ❑ Independent view, input and feedback
- ❑ Wide ranging experience in varied environments and industries
- ❑ Commercially aware
- ❑ Short term cost

All of the above are excellent reasons to consider using a Technical Author. A resource that can provide you with the very first outsiders independent view on your product, providing feedback and enhancement suggestions to improve your product prior to release to end users, your real customers.

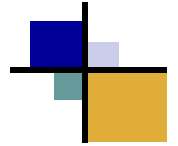
**For further information on how we can help you, visit our web site at:**

**<http://www.synergixsolutions.co.uk>**



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## Technical Documentation

Experienced in the processes and creation of technical publications from initial planning through to writing, reviewing, and release phases of: -

- ❑ Hardware Manuals
- ❑ Software Manuals
- ❑ User and Service Guides
- ❑ Operation and Maintenance Manuals
- ❑ Installation Guides
- ❑ Technical Specifications
- ❑ Illustrated Parts Lists
- ❑ Product Training Manuals
- ❑ Work Instructions
- ❑ Reference Materials.

Our technical writer areas of expertise includes; electronic, electro-mechanical and mechanical product areas.

## Project Documentation

Projects can range from minor tasks with limited documentation to major projects with timescales of many years, where documentation forms part of the project deliverables and payments.



At the extreme, a project may require many man years of documentation work during the project lifecycle.

Our expertise includes the preparation of: -

- ❑ Project Management Plans
- ❑ Project Quality Plans
- ❑ Configuration Management Plans
- ❑ Supporting documentation

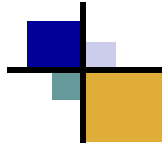
## Project Quality Procedures

Although the objective is to apply existing company quality system procedures. In many instances major projects require different processes with specific quality procedures and associated documentation.

Synergix Solutions can assist in writing project specific procedures to maintain the necessary controls for your projects duration.

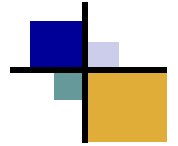
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## Business Procedures

### Quality Systems Documentation

We are experienced in all aspects of Quality Management Systems documentation.

From this knowledge base, we offer a range of authoring services: -

- ❑ Quality manuals
- ❑ Quality system procedures
- ❑ Quality system process flowcharts

In support of the requirements of ISO 9001:2000 for continuous improvement of your quality system we offer full maintenance services of your documentation.

### Health & Safety

The preparation and production of Health and Safety manuals in liaison with your company Health and Safety Officer.

## Training

We produce training documentation for products, personnel training including induction and refresher courses.



Our services include production of full training course and supporting materials for trainers and students.

## Web Services

We offer you web design and web authoring services.

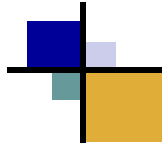


In addition to our web design services we are also able to provide conversion of information such as leaflets, brochures, technical literature and other

materials into web ready HTML format.

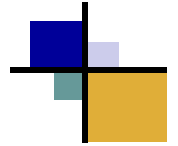
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## Software Usability Testing

*Do you want your customer feedback condensed to just a short timescale?*

We can assist your product development team in achieving the equivalent feedback with our software usability testing services.

This offers the benefits of: -

- ❑ Independent testing
- ❑ Additional short term resource to meet project deadlines
- ❑ Allowing developers to concentrate on programming tasks
- ❑ Improved product quality at time of release
- ❑ Reduced training and support calls
- ❑ Reduced level of customer complaints

The service is offered as part of our authoring services or as a separate user software proving service.

## Client Business Environments

We provide services to a wide ranging client base in business environments which include: -

- ❑ Design and Development
- ❑ Manufacturing
- ❑ Projects
- ❑ Service and customer support

## Client Business Industries

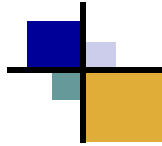
The client industries we primarily serve include: -

- ❑ IT and Telecommunications
- ❑ Electronics
- ❑ Electrical and Electro- Mechanical
- ❑ Radio Communications
- ❑ Public Information Systems
- ❑ Transit Systems
- ❑ Internet

Whether your product is for consumer, commercial, national or local government agencies we offer you a professional and personal service.

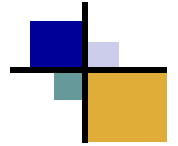
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## About Us

*Synergix Solutions is a small independent UK business established in 1999 specialising in the provision of professional services for Small to Medium sized Enterprise (SME) businesses and organisations.*

*Providing technical services in Quality Systems Management, Business Process Improvement and Technical Authoring solutions.*

*A background in U.K and overseas government organisations, agencies and commercial businesses.*

*Our services are transportable to a wide range of business sectors to meet the changing needs and challenges of today's business environment.*

## Contact Us

When you need to develop and document information or products let Synergix Solutions help.

At Synergix Solutions we help our clients to create quality, cost effective documented communication solutions.

Whatever type of information you need to create our professional and personal services are available, working with your team to provide the right solutions to meet your needs.



Synergix Solutions

Crawley  
West Sussex

Tel: 0845 257 3879

Fax: 0845 004 8288

E-mail: [info@synergixsolutions.co.uk](mailto:info@synergixsolutions.co.uk)

Ref: B07-TA4

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