

# Case Study

## TechTotal

**Company:** TechTotal Soft Systems Private Limited is among the few organizations in India that provide professional technical documentation service and training.

**Industry:** Services/ Solutions/ Consulting/ Training

**Region:** Asia

**Business Challenge:** By developing a center of excellence, TechTotal aims to propel the adoption of technical writing best practices among Indian organizations.

**Type of Services:** Technical Writing, Instructional Designing

**Services:** We provide complete contract writing services. We can also audit, review the existing documentation to determine the extent to which it meets readability, completeness, accuracy, rapid random- accessibility, security, and customer-needs criteria.

**Deliverables:**

- User Guides
- Online Help (all formats)
- Web Help
- Training Materials
- Website Content
- Programmer's Guides
- Administrator's Guides
- Installation Guides
- Technical Reference Manuals
- Process Documentation
- Template Creation
- System Design Documents
- Release Notes
- Assembly Manuals
- Maintenance Manuals
- Software Manuals



**Corporate Head Quarters:**

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## Evolution: The role of Technical Writing

*As technology is expanding progressively and while the software company's were busy developing there products amidst the threshold competence, the need for technical communicators arose.*

*TechTotal copes with the contemporary requirements in Technical Writing.*

Every profession has its own specialized forms of writing. Technical writing is the presentation of information that helps the reader to solve a particular problem. Technical communicators write, design, and/or edit proposals, manuals, web pages, lab reports, newsletters, and many other kinds of professional documents.

## Why TechTotal?

TechTotal Soft Systems Private Limited is among the few organizations in India that provides professional technical documentation services.

TechTotal partners with peer technical writers and domain experts to provide the tools and training for organizations to institutionalize successful documentation strategies.

TechTotal is a group of technical writers and engineers who work on writing projects for large and small corporations. The team consists of technical writers and editors, many of whom are skilled programmers, engineers, and scientists.

By developing a center of excellence, TechTotal aims to propel the adoption of technical writing best practices among Indian organizations. This competent center in technical communications will also serve as a single source to multinational corporates for identifying quality resources and providing reliable and cost effective services.

***“TechTotal provided us with a talented and dedicated team of Technical Writers. They did an excellent job in assisting us with our documentation requirements. Though our need was rather demanding, they were able to accomplish it within a short span without compromising on quality.”***

Amrapali Acharya,  
Manager Documentation,  
MegaSoft.

## Team

We are a team of 35 Technical Writers, with vast experience and exposure in developing the content and its documentation. Team with fighting spirit, exploring mind and winning attitude. We have the competence and the experience to help you through the documentation life cycle. We can take care of your total need for documentation of products, services and processes at every stage of the documentation life cycle. *We have teams working both Onsite and Offsite.*

### Onsite Writer – offsite Mentor

Our team member:

- Works with the client team to study the product, the Technology, and elicit documentation requirements and analyzes the tools needed to produce the documentation and plan for procurement or installation.
- Interacts with business analysts, architects of the system and the project managers and holds the responsibility to create the documentation plan containing the schedule of delivery, the format of the deliverables and the tools and resources required.
- Activities include the information design, development of the outline of content and approval process. Creates templates and co-ordinates with the developer and subject matter experts for reviews.
- Develops graphics, illustrations, maintain screen captures and also the technical documentation

### Technical Writer (Mentor) – Offsite

- Activities include the formatting and publishing tasks
- Working on relevant tools, formatting and publishing various outputs
- Maintain style guides and meet standards of the client and company
- Provide editorial reviews and guide team with best practices
- Conduct Weekly Reviews, analyze doc metrics and Manage risks

***"TechTotal has performed exceptionally high quality work under very tight deadlines and were willing to meet all our requests for changing timelines. Additionally, TechTotal worked with us at every step of the way to ensure top quality results."*** – Ramesh, Manager, Analogics.



#### Some of our clients:

- GE
- SQL Star International
- Tata Consultancy
- Wipro
- Motorola
- Megasoft
- Patni Telecom
- NetEnrich Inc
- Adayana
- Voice-Gate India
- Sierra Atlantic
- WiCoRe Labs
- Analogists
- MedeCare
- IMIMobile

## Documentation Services

The quality of the product depends on the maturity of the process. Years of experience has taught us the importance of planning the roadmap for documentation to achieve the desired quality standards. Based on the needs of the customers, we customize and design our development process.

### End-User Documentation

TechTotal expertises in creating end-user documentation right from the scratch or from the existing material and artwork. The documents are prepared virtually in any size and format that they are ready for print or for online distribution. The end-user documents include User Manuals, Online Help, Installation guides, Quick reference guides, Datasheets, Product marketing collaterals, etc

### Software Documentation

TechTotal has tremendous amount of experience writing software life cycle documentation, including Functional Requirements Specifications, User Requirements Documents, Use Cases, and Design Documents including UML based models, Testing Documentation, and Design Specification. To prepare these documents, we use available development notes or conduct interviews with system architects and engineers to get the information we need.

***“TechTotal has demonstrated a high degree of flexibility and service orientations to enable us meet the goals for some of our largest initiatives. Their sheer commitment, execution excellence and ability to work with us to envision our overall program, has made a tremendous difference.***

Sushma Rewatkar – Wipro Technologies

## **Methodology:** TechTotal follows the **Document Development Life cycle** for any product

Document development life cycle (DDLC) includes the various stages involved in structured document creation. It ranges from requirement analysis through maintenance of the completed document. The DDLC comprises of the following stages:

- Project Start-up
- Requirement Analysis
- Designing
- Developing
- Testing
- Publishing
- Maintaining

### **Project Start-up**

Project start-up generally involves the creation of project plan. It includes understanding the project objectives and constraints in terms of time, quality, and cost. The scope of the project is clearly defined along with standards to be followed throughout the project. This phase also involves identifying key personnel responsible for providing, reviewing, and approving document content.

### **Requirement Analysis**

Requirement analysis for documentation includes Audience Analysis, Needs Analysis and Task Analysis. You try to understand the learning gap and come up with strategies required in achieving the project goal. You also decide the format and the delivery media for the document at this phase.

### **Designing**

Design phase basically deals with collecting and organizing data. Design phase involves planning the instructional and media strategy and creating the course outline. High level design and low level design related to instructional and media strategy are created, verified, and validated.

### **Developing**

Developing the document requires actual writing of the document, and integration of the various components (graphics, glossary, search items) of the document. This phase also involves document reviews and revisions and management of documentation issues. Now, the document is ready for testing.

### **Testing**

Testing involves measuring the quality of the document. This involves review by quality analysts on parameters like correctness, completeness, adherence to standards, and usability.

### **Publishing**

After fixing all the testing bugs, the document is ready for publishing. After all the hard work, this phase leads to actual delivery of the document to its target audience.

### **Maintaining**

Maintenance involves maintaining the deliverables. For example, it may involve content reuse analysis and elimination of redundant data from the document sets. It may also include template revision or inclusion of new product features.

## Process

### Information Sources

Most of our source information comes from your design specifications, interviews with your product designers, our existing knowledge of your technology, competitive or prior-art documents and if applicable use of your product.

We normally begin with background reading of your design specifications and competitive or prior-art documents. During this reading, we generate notes that form the basis for interviews and the beginning of our writing. We conduct interviews with your product designers and marketing staff. The interviews can be conducted on-site or by email/telephone. If possible, we use your product.

### Writing

When we understand your product, we begin organizing, writing, and illustrating. During the writing, we focus on clear organization, accuracy, and completeness. We write using industry-standard terms, so that readers can understand it quickly. We create tables comparing data, cross-references, and indexes that help reader's random-access the content quickly. And we observe laws protecting trademarks and copyrights.

We use the most robust, cross-platform software tools for writing, illustration, and page layout. These tools and the file formats they export are widely used throughout industry. After we write, we edit to improve clarity and reading speed. After editing, we deliver Draft Version for your review.

### Reviews

We typically prepare two review drafts— Rough Draft and final Draft; before delivering the final document. All review drafts are fully formatted. You can show them to your customers. When we receive your comments on Draft Version, we incorporate them and deliver Draft Version 2. Likewise, we incorporate your Draft Version 2 comments and deliver the final document.

### Document Ownership

Your company owns the technical documents we write for you. We declare this in our contract with you and in a copyright notice on the cover of each document that we write for you. We give you a complete set of computer files for the documentation at the end of the project.

### Delivery

We deliver the final document in a format suitable for your needs. We can create PDF, HTML, hardcopy (camera-ready), online Help and other formats

## Knowledge Center (Center of excellence in Technical Writing)

The inadequacy of professionals and huge demand in this field has provoked TechTotal to take an extra mile in the field of training and consulting. TechTotal Soft Systems Private Limited is among the few organizations in India which perceived the need of technical writers and helped graduates (any discipline) pursue their career as a technical writer in IT sector.

We have launched training and placement methodology as a part of creating awareness in technical writing and to set standards for meeting industry requirements. There is no such kind of Training cell, which would ensure a bright and long lasting career in the field of information engineering. Training activities are undertaken by the professionals who have years of experience and vast expertise in different domains of technical writing. As a result of our innovative methodology in this domain, we have outshined in technical writing and encouraged professionals in taking Technical Writing as an exigent career option.

In the recent years TechTotal has trained masses from all sorts of professions (BPO, teaching, graduation, Medical Transcription etc) and has made it possible for them to switch their professions and earn handsome pay

## Training and Placement Assistance

This training is also supported with the help of live projects in Technical Writing which provides industrial exposure to the candidates & helps them to find a suitable job in IT. Though available in abundance, IT jobs do not come easily. One needs to have the right mix of academics, technical and behavioral skills to be reckoned as a deserving candidate. Apart from the tailor-made certificate courses, TechTotal indigenous Career Development Program focuses on developing the students' overall Technical skills, personality and other professional skills, making them more eligible for top IT jobs.

Being Hyderabad's most respected Technical Writing certification training provider, we have excellent contacts in the IT industry and are the preferred institute they approach for meeting their staffing requirements. This enables us to provide assistance to our participants in getting jobs. We are holding discussions with recruitment agencies outside Hyderabad so that placement assistance can be extended to participants from other places in India.

Matching the gradual industry requirements, TechTotal Placement Division has been providing 'Total Placement Assistance' to all its students. Some of our students have made their way into prestigious organizations like Wipro, Motorola, IBM, Sierra Atlantic, HP and SQL Star to name a few. We are dedicated to provide the industry with the best consulting and training expertise in technical writing and related specialized skills. We help companies match the quality of their written word with the high quality of the software they produce. We are a team of committed professionals who have years of experience in both managing large and complex documentation requirements, as well as Training and Mentoring incumbents breaking into this field.

***"The practical and theoretical knowledge I have gained from "TECHTOTAL" as an employee, helped me to enhance my ability & to excel in my current scope of work as a Technical Writer with Wipro." - Sushma Rewatkar, Sr. Technical Writer, Wipro.***

## What's Next?

Technical Writers can advance to Information Designer, Senior Technical Writer, or Project Manager Positions.

In larger organizations, Technical Writers can advance to Information Designer, Senior Technical Writer, or Project Manager Positions and even System Architect.

Promotion often takes the form of increased responsibility and pay rises.

For more information, Visit:  
[www.techtotalsystems.com](http://www.techtotalsystems.com)  
[www.etechttotal.com](http://www.etechttotal.com)

## Conclusion

TechTotal also welcomes the technical writers who are keen to upgrade themselves with the latest technologies and tools in the field of technical writing.

So now you know where would you be getting the best training on technical writing. TechTotal for sure!

Since its inception TechTotal has been privileged to keep its clients contented by providing quality work on time. The faculty at TechTotal believes in encouraging students to think out of the box and is available round the clock to help the students.

With the boom in the technical writing industry, there's a huge demand for the skilled writers. Opportunities knock the door just once. Make use of this opportunity and have a stable carrier. Being a part of TechTotal you will experience the whole new way of communicating which is fun filled, innovative and last but not the least, valuable.