



Documentation sets the tone for entire suite of pay-per-use products

Aggressive deadlines require fast footwork

This Fortune 200 technology company is a leading supporter of an active community of application developers.

Responding to the needs of its customers, the company introduced pay-per-use computing and storage options in a grid environment that enabled developers to purchase computing and storage power on an as-needed basis. The company requested the assistance of The Integrity Group to document its “compute utility”—the first offering in the company’s family of pay-per-use products.

BUSINESS CHALLENGES

Time is always an issue in these settings—and time quickly emerged as the greatest challenge facing this client. Months earlier, an aggressive announce date had been created for the entire family of pay-per-use computing and storage services. Because the compute utility was the first service that developers would sample, the client wanted to ensure that full-scale documentation would be available at the announce date. Ready access to documentation resources presented an additional challenge to the successful launch of the pay-per-use offering. At a time when internal resources were needed to properly focus on developing, testing, and marketing the compute utility, these employees risked being “pulled” from their core competencies to produce documentation.

THE INTEGRITY GROUP ANSWER

Accuracy and expediency topped the client’s priority list for developing documentation. Integrity met with key members of the client development team to assess the documentation needs and establish project milestones. Integrity recommended a two-phased approach. During phase one, Integrity worked with subject matter experts to provide a series of frequently asked questions (FAQs) that would be posted immediately on the client’s website. The FAQs provided high-level responses to basic questions, such as operating system compatibility, cost per use, and security concerns. The second phase would see detailed information for the grid utilities provided in an alpha version of a developer’s guide.

To create the documentation set, Integrity provided a full range of documentation services, including:

- Project management
- Technical writing
- Editing
- Desktop publishing
- Quality assurance



*Rapid,
Economical,
Predictable*
**CONTENT
SOLUTIONS**

BUSINESS BENEFITS

The client's decision to outsource its documentation services to Integrity resulted in a significant return on investment. Some key benefits included:

- Streamlined documentation processes, leading to greater efficiencies and shorter development times
- All of the services of a full-scale documentation team without the overhead costs and management challenges
- Minimum impact on the day-to-day operations
- Enhanced and consistent documentation quality

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ABOUT THE INTEGRITY GROUP

Since 1994, The Integrity Group has partnered with our clients to deliver the highest quality business and technical documentation, corporate communications, multimedia productions, and e-learning solutions using our proprietary REP MethodologySM (Rapid, Economical, and Predictable). Our REP Methodology streamlines processes, condenses development timelines, ensures the highest quality deliverables, and delivers enhanced customer experiences, all at a substantial cost savings.

For more information about The Integrity Group, please visit www.go-integrity.com or call **1-877-955-0707**.