



REP Solutions<sup>SM</sup> offer a unique, high-value approach to producing critical documentation, training, and marketing communications for every area of your business. Whether for products and services, sales and marketing, business processes, or people, REP Solutions have the exact answer to increased productivity, higher customer satisfaction, product adoption, and sales effectiveness—all leading to business growth, lowered risk, and up to 25% lower costs.

REP Solutions provide rapid, economical, and predictable execution of your documentation, training, and marketing communications initiatives. Our solutions substantially shorten your time to market, reduce costs, and improve organizational productivity, customer satisfaction, and value growth.

## Rapid

### FINISH PROJECTS QUICKLY.

REP Solutions deliver:

**EXPERIENCE** — Since 1994, we've supplied expert outsourced documentation, training, and marketing communication solutions. We engage with your team, integrate your processes, and understand your products and services, reducing ramp-up time.

**FLEXIBILITY** — We work with you the way you need us to, giving you instant, seamless support.

**SPECIALIZATION** — We shrink timelines by performing work tasks in parallel. Our experienced writers, instructional designers, web developers, editors, desktop publishers, graphic artists, multimedia designers, and production administrators work efficiently and proactively, sharing knowledge and shortening development and review cycles.

**SCALABILITY** — When your deadline moves in or unexpected projects heat up, we react immediately. We have the ability to scale up or down to best serve your budget and development cycle.

## Economical

### SAVE MONEY.

REP Solutions deliver:

**REDUCED OVERHEAD** — We provide our employees with everything they need. No longer will you have to pay fixed burdens for labor, office space, or technical resources.

**END-TO-END SERVICES** — We provide complete solutions. No longer do you have to manage multiple contractors or employees.

**BLENDED PRICING** — You wouldn't pay a lawyer to build a fence, would you? We supply services at varying price levels depending on the skills required.

**LEGAL RISK MANAGEMENT** — We take on the responsibility of insurance coverage, payroll taxes, and employment risks, so you don't have to.

**"JUST IN TIME" SERVICES** — Because of our rapid engagement and ramp-up abilities, you can involve us later in the development cycle, guaranteeing maximum productivity and minimal rework.

**INFRASTRUCTURE** — We invest in our infrastructure so you don't have to, which means our teams can easily access your networks and provide seamless support.

## Predictable

### GET EXPECTED RESULTS.

REP Solutions deliver:

**PROFESSIONALISM AND EXPERIENCE** — We have produced thousands of deliverables for major corporations. You get consistent support, from project planning to project completion.

**LONG-TERM RELATIONSHIPS** — We're in it for the long haul. We invest heavily in systems, processes, and personnel to support you from project to project.

**RESOURCE RETENTION** — We understand that keeping key employees improves the quality of our services and lowers your outsourcing risk.

**COMMUNICATION** — Our people are trained to communicate effectively and proactively. We eliminate roadblocks before they have a chance to stall the project.

**KNOWLEDGE SHARING** — Individual contributors continuously share information with their team members and their managers, reducing ramp-up time for new team members and guaranteeing knowledge transfer.

**QUALITY ASSURANCE** — We deliver quality and consistency every time.



## BENEFITS OF CHOOSING REP SOLUTIONS

### Lower risk

- Decrease development time
- Never miss a deadline
- Use a company proven by FORTUNE 500 clients

### Lower cost

- Reduce support costs
- Reduce development costs
- Reduce operating expenses
- Increase competitive advantage
- Focus on innovation

### Higher quality

- Eliminate errors
- Standardize content and branding
- Increase customer acceptance
- Improve customer experience
- Retain more customers

THE **INTEGRITY GROUP**  
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**Collabis**  
From The Integrity Group  
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## Engagement models

REP Solutions provide centralized administration, quality assurance, creative services, and project management services.

### CO-LOCATED TEAM MEMBERS

If your project requires our team members to be in the same location as the product or service they are assigned to support, then our leadership, administrative, and shared services teams at the corporate office provide all the backup needed to manage the team's efforts and ensure quality deliverables.

### REMOTELY LOCATED TEAM MEMBERS

If your project does not require full-time co-location, then our entire team can support you from our office, providing maximum cost savings. Our state-of-the-art infrastructure and ongoing investment in technology and resources allow secure access to your company's network (just like any other remote worker). This provides you support that integrates seamlessly into your systems and processes without the overhead costs.

### BLENDED REMOTE AND CO-LOCATED TEAMS

If a blend of local and remote team members works well, we will place team members in various locations to provide you with the highest service levels.

## Launch process

We'll customize our services and do things your way. Regardless of your preference for the ongoing relationship, we invest heavily in establishing the relationship up front—what we call our “new client launch process.” At no cost to you, we will purchase equipment, tools, and any resources needed, and design the seamless process to establish the infrastructure and ongoing rules of engagement. Senior members of our team will spend whatever time is necessary at your preferred location with your project team, again at no cost to you. If needed, we will hire subject matter experts and any additional personnel. For some clients, this process takes a day or two; for others, it takes a little longer. Wherever you need us, that's where we'll be—no matter when.

## Ongoing commitment

Our managers meet periodically with your key staff to assess the business relationship, review results, and identify areas of improvement. They follow through with any improvement initiatives and ensure that our support is continually aligned to provide you with the right solutions at the right time.

## Results

Over the years, REP Solutions have helped our clients improve business processes and lower development costs. Here's a typical example:

A FORTUNE 100 technology firm had six weeks left to complete and ship a major upgrade for one of their high-profile software products. The client estimated the documentation update was a twelve-week job and had no personnel available to assign. They were faced with two choices: either ship the new software with an outdated 300-page manual, or hire us. Our team merged with the client team and accelerated. Even before gaining complete client network access, we collected information, assigned tasks, and mobilized the right team. Each person on the team focused on their expertise—logistics, connectivity, writing, editing, desktop publishing, project management, quality assurance—so we accomplished tasks in parallel. REP Solutions enabled us to deliver exactly what the client needed to the client's complete satisfaction. The software update shipped on time and within budget.

**On this project, REP Solutions helped our client save 25% on development costs, improve customer experience, and meet a deadline first thought impossible. Let us do the same for your next project. You'll get the highest quality solution while saving time, money, and headaches...guaranteed!**