



Web publishing reduces documentation costs by 25%

A financier to residential developers and homebuilders chose The Integrity Group (Integrity) to develop documentation for their web-based software application. The software was designed to replace traditional paper reports and inspection logs used by building inspectors. The inspectors needed documentation focused on using the application, rather than material reiterating the functionality of reports they were already trained to use. Printing, binding, and distributing the documentation to the full group of inspectors added a considerable expense to the documentation project. Integrity suggested making the documentation accessible over the Internet, a solution that reduced documentation costs by a full 25%.

This financial services client uses The Integrity Group to boost productivity and drop documentation distribution costs by 25%

BUSINESS CHALLENGES

This particular client made a commitment to automate as many processes as possible in an effort to reduce overhead and simplify standard procedures. Given the number of people involved with their inspection processes over a widespread geographical area, it made sense to offer an online application for logging and processing inspection reports. Though the software interface was intuitive, the client knew their inspectors would need good documentation to teach them how to use the software, and to serve as a reference guide for uncommon tasks and advanced functionality. The client wanted documentation that was readily accessible, but they knew that the inspectors wouldn't carry a large manual in addition to their existing manuals and paperwork.

Additional challenges included:

- Reducing the overall costs to develop documentation
- Developing documentation for experienced inspectors who were unfamiliar with computers or navigating the Internet

THE INTEGRITY GROUP ANSWER

Integrity is focused on understanding the needs of users. A user's experience with a product can be influenced greatly by the supporting pillars of documentation and training. To meet the needs of the application users, Integrity suggested user-friendly graphic-intensive documentation that included basic instruction for accessing and navigating the Internet. Integrity also provided step-by-step procedures for using the software and incorporated troubleshooting tips to reduce calls to the company's help center. By focusing on what the users needed, Integrity was able to help the client provide a successful and effective implementation experience.

Integrity minimized project costs, yet still provided a full range of documentation services, including:

- Project management
- Technical writing
- Desktop publishing
- Online delivery
- Documentation template design
- Editing
- Quality assurance



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

BUSINESS BENEFITS

The client's decision to outsource its documentation services to Integrity gave them the full benefit of a professional organization focused on the needs of their primary users. Integrity's emphasis on enhancing the user experience through effective documentation led to a successful rollout and implementation of the online software application. Even inspectors who had little to no experience with computers or navigating the Internet were able to quickly understand the process and use the application.

Integrity's approach resulted in several significant benefits to this client, including:

- 25% reduction in the direct costs associated with developing the documentation, realized by adopting an online delivery format—The return on investment can also be extended when considering the quick and successful adoption of the new online application, in large part due to Integrity's proven ability to anticipate the needs and habits of end users
- Reduction in the number of calls to the client's help line—With accurate, comprehensive, user-focused documentation, software developers could concentrate on their primary tasks rather than responding to calls for assistance
- Noticeable increase in inspector productivity—As the inspectors became more familiar with the software (documentation was cited as a major factor in adoption rate), they were able to quickly retrieve their assignments and plan their routes to maximize travel time

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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**.