

Alcatel Case Study

Alcatel

Alcatel provides communication solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or employees. We worked for Alcatel through Axes Technologies, India. Axes Technologies, a Global Telecom Solutions Provider with headquarters in Dallas, Texas has provided mission critical, telecom solutions to leading Telecom equipment manufacturers, carriers, and service providers.

Project Completed

Technowrites developed user and technical documentation of telecom software and switches.

Tools Used

FrameMaker

Challenge

- Working on UNIX Operating System (OS) was challenging to start with. The writers became quite conversant with the OS in short time.
- Getting timely feedback from engineers was challenging.

Solution

Technowrites provided two trained writers to work at the client's premises. Writers studied software and hardware details of the telecom products and prepared the documents.

Writers interacted with engineers and technical writing team mates in the USA. There was a project manager from client's side who co-coordinated the work and was responsible for the entire project. Technowrites writers played a very good role as team players to complete the documentation work.