

Technowrites Project Case Study



Philips (India)

Philips (India) is a subsidiary of Royal Philips of Netherlands. The company has dedicated its 86 years of experience in improving human lifestyle by offering specially designed products in healthcare, lighting, and consumer lifestyle sectors.

Client's Challenges	<ul style="list-style-type: none"> Poor documentation Lack of knowledge about Technical Writing High costs of technical support and servicing 		
Project Completed	<p>Philips Healthcare Innovation Center approached Technowrites for creating documents related to two of its high-end X-Ray machines.</p> <p>The writers' team was required to:</p> <ul style="list-style-type: none"> Understand the development of X-Ray machines, by visiting manufacturing set up at Chakan. Take photographs of the machines and its individual/assembled parts. Write System Manual, Installation Manual, Corrective Maintenance, and Preventive Maintenance Manuals. Total of more than 1800 pages of documentation was prepared. 		
Project Duration	Nine months	Project Location	<ul style="list-style-type: none"> Pune
Tool	<ul style="list-style-type: none"> Schema ST4 as CMS XMetaL for XML editing and publishing the document Citrix for accessing Schema ST4 remotely MS Word 		
Solution Offered	<ul style="list-style-type: none"> Looking at the depth of the project, Technowrites offered team of five writers to work with Philips's team. This team was supported by reviewer in Technowrites office. Writers worked on-site and sometimes off-shore depending upon the necessity. 		