

Technowrites Project Case Study



With a worldwide agent network of more than 314,000 locations in 144 countries, **Ria Financial Services** shorten the distance between families and their loved ones through their world-class money transfer service. Since opening their first storefront in 1987, they have grown into the third largest money transfer service. In addition to money transfer services, Ria Money Transfer also offers bill payment, mobile top-ups, prepaid debit cards, check cashing and money orders.

Client's Challenges	<ul style="list-style-type: none"> Unavailability of technical writers to do the documentation. 		
Project Completed	<p>Ria Financial had developed software to manage the daily monetary needs of illegal immigrants in the US. Technowrites helped Ria Financial in documenting this software. The software had a POS (Point of Sale) module which includes financial transaction, goods transaction, and so on.</p> <p>Scope included:</p> <ul style="list-style-type: none"> Preparing the user guide of the software. Studying the software and procuring information required for preparing the user guide. Brainstorming within the team to understand the client's requirement and the software. Attending meetings with the client. 		
Project Duration	1 month	Project Location	Kharadi, Pune
Tools Used	<ul style="list-style-type: none"> MS Word 		
Solution Offered	<ul style="list-style-type: none"> Technowrites offered Ria Financial one writer. 		
Project Highlight	<ul style="list-style-type: none"> The system was documented well in time. 		
Challenges	<ul style="list-style-type: none"> Timely review of Ria Financial was a major challenge, but later it was done by their in-house reviewer. 		