

System Access Case Study

System Access (Singapore)

System Access is a global leader in software and processing solutions for banks and financial institutions. System Access was later taken over by SunGard (NYSE:SDS).

Project Completed

Exhaustive technical documentation for Symbols a banking application. This included a set of 17 technical documents. Technowrites worked on more than 1500 pages of documentation.

Tools Used

Microsoft Word

Challenge

- Preparing scope of work was a challenge as it involved talking to more than 10 subject matter experts.
- Mapping information requirements to specific documents was a difficult task.
- Coordinating with multiple SMEs.

Solution

Keeping in mind the client's requirements, Technowrites offered a package of services and consultancy. We deputed a consultant writer to talk to the SMEs and understand their requirements.

We prepared a matrix of information required by different types of users. The matrix was then shared with the client to prepare a documentation plan.

Technowrites prepared sample document for each type. After this document was approved, a standard template was prepared for each type of document. The client's team members were trained to use the templates and prepare the documents.

The documents prepared by the client's team members were reviewed, corrected, updated, and released by Technowrites.

In the process we also prepared style guides and review checklists for the client.