

Xpanxion Case Study

Xpanxion

Xpanxion (<http://www.xpanxion.co.in>) is an Atlanta-based offshore IT outsourcing and software development company with CMM Level 4 and ISO 9001:2000 certification. It has been operational since 1997.

Xpanxion has been carrying out software development for a USA-based client called Carekeeper (<http://www.carekeeper.com>). The latter is a pioneer in schedule-driven financial management software for the Healthcare industry. Carekeeper has outsourced the development of complex financial software for the healthcare industry to Xpanxion.

To this end, Xpanxion has been developing a unique software application for Carekeeper called VividNet since June 2002. While VividNet is almost complete, Xpanxion is also currently developing different software for Carekeeper. These are called VividPoint, VividCall, VividForm and Oasis.

Since May 2004, Technowrites have been successfully developing documentation for Xpanxion, related to their Carekeeper products. We have been working in Xpanxion's Pune Office to carry out the required documentation.

Tools Used

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, RoboHTML

Projects Completed

The technical writers were placed on-site and were responsible for developing various types of documentation including:

- **Online Help for VividNet**
The technical author(s) were responsible for creating and writing Online Help for VividNet using RoboHTML. Our writers are also responsible for maintaining the VividNet Online Help.
- **Online Help for VividPoint**
The technical author(s) were responsible for creating and writing Online Help for VividPoint using RoboHTML. VividPoint is a Windows-based stand-alone application.
- **User Guides**
Our team of writers also developed and maintained different user guides related to the VividNet application and different Configuration Utilities.
- **Glossary of terms**
Our team of writers also developed and maintained a Glossary that has several hundred terms that need defining.
- **Induction Training Material**
Our writers created a training material that is used to train the new recruits of Xpanxion.

Challenges

The various challenges faced were:

- Gaining a thorough understanding of the huge and complex VividNet application with all of its modules.
- Developing a clear understanding of the VividPoint application.
- Tracking the project so that the documents can be updated at the right time and with minimum efforts.
- Handing over the responsibility to a different writer when the contract term was completed.

Solution

In order to overcome these challenges, we underwent in-depth, in-house training with regards to the complex VividNet functionality as well as its individual modules. We also coordinated closely with the Subject Matter Experts (SMEs). We worked on more than 600 topics in the documentation.