

Technowrites Project Case Study



eTouch Systems is a technology services company that specializes in Digital Web Engineering. eTouch partners with leading global hi-tech enterprises to service their business and technology needs. It was founded in 1998 and is privately held and headquartered in Fremont, CA.

Client's Challenges	<ul style="list-style-type: none"> Unavailability of technical writers to do the documentation. 		
Project Completed	<p>eTouch had developed a billing system for MSEB (Maharashtra State Electricity Board). The billing system is used to generate bills of all MSEB customers (around eight crore consumers). The system calculates billable electricity at each pole. It offers a payment and real-time monitoring and analysis module. Technowrites helped eTouch in documenting this system.</p> <p>Scope included:</p> <ul style="list-style-type: none"> Preparing the user guide. Studying the system 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	3 months	Project Location	Pune
Tools Used	<ul style="list-style-type: none"> MS Word and Adobe Acrobat 		
Solution Offered	<ul style="list-style-type: none"> Technowrites offered eTouch one writer and one reviewer. Documentation and review were carried out on-site. 		
Project Highlight	<ul style="list-style-type: none"> Documentation was delivered on time. 		