

## **Accenture Case Study**

### **Accenture**

Accenture is a global management consulting, technology services and outsourcing company, committed to delivering innovation.

### **Project Completed**

Standardizing and refining process documents developed by the Quality Assurance team. Copy-edited, formatted process documents, and developed executive summaries. Also, structured the annexure to the process documents and improve on the related diagrams and flowcharts so as to supplement the main text. We worked on approximately 700 pages in a period of 6 weeks.

### **Tools Used**

Microsoft Word, PowerPoint, Excel, and Visio

### **Challenge**

Developing and editing process documents requires much of logical reasoning and also knowledge of the concerned business solution offering. Accenture was not having style guides for the process documents. Hence, the writers had to invest considerable amount of time in developing styles.

### **Solution**

Technowrites deputed a team of two writers to work on-site and a consultant writer to review the documents and develop executive summaries for two main documents of more than 100 pages each. We interacted with the subject matter experts from Accenture's Quality Assurance team.

Technowrites also,

- Designed templates and style sheets for the documentation
- Designed a guidance document for the developers to use for further documentation and review, which provided a long-term solution.

These documents were later used by the client company for successfully achieving eSCM Level 3 certification.