

Product Documentation

Poor product documentation precipitate unacceptable return rates, high support costs, and bad product reviews.

Good product documentation can reduce or eliminate these costs.



Improving your product can be as simple as improving the accompanying documentation.

Product documentation is an important part of the product and it is usually the first part of the product your customer sees. Your customers use the product manuals to decide if your product is applicability to their needs, compatible with their current system, and other issues such as reliability and maintainability.

Tools

DVI TEK business solutions group can use nearly any tool that you require to do the job, including:

- AuthorWare
- Corel Ventura
- DreamWeaver
- Flash
- FrameMaker
- FrontPage
- HTML
- Illustrator
- PageMaker
- Photoshop
- RoboHELP
- Visio
- WebWorks Publisher
- Word

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Good Product Documentation

Contact DVI TEK to find out how inexpensive good product documentation can be. We can help quantify how much your poor product documentation is costing you.

Our team can meet your product documentation needs, including:

- consumer product manuals
- software manuals
- programmer manuals
- hardware manuals
- online help, HTML Help, RoboHelp and Winhelp
- online documentation, including PDF
- policy and procedure manuals
- template design—online and hard copy

“Some simple steps companies can take to improve [product] reliability and satisfaction. Documentation needs to be better...”

Bill Howard, PC Magazine, August 2002

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Product Documentation

DVI Tek provides a wide of variety services that includes Business Solutions, Project Management, Knowledge Management and Documentation Development.

We can assist you by designing and developing effective print and online policies, procedures and documentation.

Design

We design and develop content standards, structures and models optimizes to support your business.

Development

We evaluate, create and re-engineer your print and online content for:

- Standard Operating Procedures (SOP)
- Policy and procedure manuals
- Reference material
- Internet, Intranet and Extranet sites

Content Review

We review your content against research based standards and guidelines and recommend areas for improvement.

To meet your objectives, DVI TEK has developed a unique approach to business. Our model is based upon our understanding of technology and business infrastructure allowing us to manage your project freeing you to focus on running your business.

DVI TEK has established a team approach to business, comprised of senior-level professionals that reflect your company's commitment to quality.

Partial List of Clients

- ✓ Lockheed Martin
- ✓ Baker-Hughes
- ✓ American Airlines
- ✓ GTE Internetworking
- ✓ Nortel Networks
- ✓ The Associates
- ✓ Sabre
- ✓ Radio Shack
- ✓ Sprint
- ✓ Harcourt Books
- ✓ Hughes Aircraft
- ✓ The Associates
- ✓ International Truck
- ✓ Penske Trucking
- ✓ Ericsson
- ✓ Ameritech
- ✓ Partners Financial
- ✓ My Free Warranty.com
- ✓ The First American Corp
- ✓ San Antonio Spurs

DVI Tek:

Founded in 1995, we are a privately held Minority Owned Small Business, employing highly qualified consultants with many years experience in their respective fields.

We assist in the effective identification, capture, management and distribution of critical content and best practices. Our headquarters is located in Arlington, Texas, with offices in San Diego, California and Philadelphia, PA.

Our Methodology:

DVI TEK analyzes, organizes and presents electronic and printed documentation based on Knowledge Management principles. We apply these principles and guidelines to the creation of performance based solutions to our clients' documentation challenges.

This methodology improves the usability of the information and optimizes understanding and performance.

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