



Outsourcing documentation creation, production, and publication to The Integrity Group provides annual savings for this blade server pioneer.

# Turnkey documentation support helps lower operating expenses

This industry provider of blade servers and blade server management

solutions chose The Integrity Group (Integrity) to develop templates, style guides, and documentation deliverables for their product lines. Integrity drew on its solid technical background in blade server technology and broad experience with the outsourcing business model to help the client establish its documentation processes and procedures.

## **BUSINESS CHALLENGES**

This client had the unique opportunity to be the first to offer blade server technology products. They quickly developed a reputation as an industry leader among blade servers, rack-optimized servers, and Linux clusters. This client's focus is getting to market first with new technologies.

In their rush to market, the client often faced the difficult decision to ship products without adequate documentation or to hold products until the documentation was complete.

The client's business challenges included:

- Finding a way to produce quality technical documentation without much time and with no internal documentation resources
- Identifying and securing a reputable solutions provider who delivers and manages end-to-end documentation solutions with performance guarantees
- Meeting need for multiple documentation sets for new products and product revisions being developed on aggressive delivery schedules
- Finding ways to accommodate increased workload while reducing the overall cost to develop documentation
- Eliminating inconsistencies in documentation, including the need to establish corporate style and branding standards

## **THE INTEGRITY GROUP ANSWER**

This client benefited from Integrity's extensive knowledge of templates, standards, documentation development processes, blade servers, and blade server management solutions. Integrity writers have a depth of experience in content development for blade server hardware and software, which allowed client personnel to bring the Integrity team up to speed on their product lines quickly. Integrity established standards and began producing documentation within one week, allowing client personnel to devote their valuable time to product development.



*Rapid,  
Economical,  
Predictable*  
**CONTENT  
SOLUTIONS**

The solutions provided to this client include:

- Establishing processes and procedures to quickly transition documentation development to a turnkey outsourcing model
- Establishing the rules of engagement in the early phases of the outsourcing relationship, setting the groundwork for a highly-valued partnership
- Creating automated templates, style guides, and quality control measures to ensure all documentation meets client corporate style and branding standards
- Providing specialists to be used as needed in the documentation process (writers, editors, desktop publishers, production administrators, and so on), increasing quality and efficiency
- Increasing production efficiency by assuming documentation responsibilities previously performed by engineers and subject matter experts

**BUSINESS BENEFITS**

The client's decision to outsource technical documentation services to Integrity resulted in a significant return on investment and a positive impact on business operations. Some key benefits include:

- All the services and speedy delivery of a full-scale documentation team without the overhead costs and management challenges
- Annual savings on documentation development
- Lower operating expenses
- Streamlined documentation development processes, leading to greater efficiencies and shorter development times
- Enhanced and consistent documentation quality delivered on schedule
- Renewed focus on innovation, providing further opportunities for cost reductions

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**ABOUT THE INTEGRITY GROUP**

Since 1994, The Integrity Group has partnered with our clients to deliver the highest quality business and technical documentation, corporate communications, multimedia productions, and e-learning solutions using our proprietary REP Methodology<sup>SM</sup> (Rapid, Economical, and Predictable). Our REP Methodology streamlines processes, condenses development timelines, ensures the highest quality deliverables, and delivers enhanced customer experiences, all at a substantial cost savings.

For more information about The Integrity Group, please visit [www.go-integrity.com](http://www.go-integrity.com) or call **1-877-955-0707**.