

## Problem

A global technology company builds sophisticated test stations to assure the quality of its product. These test stations are deployed worldwide at contract manufacturing sites to facilitate manufacture of product in expanding markets. The customer needed detailed, precise, and easily understood documentation to move from the prototype to production models of the station.

### Challenges

- Program Management in Client Firm
- Multiple Language
- Tight Schedule
- Incomplete Documentation
- Development from photographs
- Access to client records

Since the product is a key building block of the company's market expansion strategy, the company commissions a project to provide assembly, integration and installation documentation for their various targeted sight. The company found itself without the critical technical resources and communication skills to staff the project. The company also faced an urgent and tight schedule in their markets as competition increasingly gained entry into the markets.



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## Solution

Triad Systems Engineering, Inc. (TSE) created a program with project management, technical and documentation experts. TSE built a plan to meet the customer's aggressive schedule by managing technical experts in the investigation of the test stations. The experts provided data to the documentation experts who provided a build process with drawings, specifications, and templates. The TSE solution allowed the product-engineering group to focus on product improvements and partner relations. The documentation was so complete that the testers are coming on line ahead of schedule and below budget. Also, updates and product improvements process is improved and easier to communicate.