



## Familiarity Trumps Functionality

### XTGlobal Proves it by Improving Training Technical Documentation of a Major Toll and Smart Mobility Service Provider

#### About Client

The client is a leading U.S. intelligent transportation systems and services provider and has delivered tolling and congestion management, urban mobility solutions, integrated multimodal back-office platforms, interoperability hubs, maintenance, and operations for over two decades. They have provided the highest standards, cost-effective custom solutions, and exceptional products and services to many of the country's most prominent toll authorities and transformed the industry with technological advancements. The client processes over two billion transactions annually, incorporating the latest in open-source machine learning and data streaming technology with predictive Big Data Analytics to offer innovative architectures comprising our products. They remain under long-term contracts as systems integrator, systems consultant, operations provider, and maintenance services provider for some of the preeminent toll authorities in the nation.

#### Client Challenge

The client required experienced offshore technical writers to edify their audience with updated information, self-paced learning and curriculum development, training materials (Instructor-Led training materials, student workbooks, quizzes, and quiz keys), online help, and user guides. The existing user documentation was overwhelmed with outdated data and unsynchronized documents. Our client aims to improve the overall process of the current platform and provide task-orientated content that is easy to understand and not condescending to the users. They needed to save their investment and produce functional documents to introduce and promote new strategic plans.

#### Business Needs

XTGlobal Technical Writers identified a few aspects that needed enhancement to help the client improve their documentation.

- Produce high-quality product documentation like user guides, training materials, online help, as-built documents
- Outline appropriate training content for different functionalities and eliminate common training agenda for all the functionalities
- Create a user workbook for all functional tasks and their subtasks in the initial stage
- Plan the topics as per the workgroup and the days of the training
- Create enhanced documents that meet applicable standards and the learning curve of the intended audience
- End-to-end ownership and responsibility of the documents that are being created
- Close collaboration with offshore and on-site teams, including Developers, QA Analysts, and Business Analysts, to gain in-depth knowledge of the client's products and documentation requirements
- Review and proofread existing and required technical documents at every stage of development for improved accuracy within the given deadline
- Migrating to XML/HTML format: The client aimed to migrate their documentation from MS Word to XML/HTML format using MadCap Flare, enabling easier maintenance and single-sourcing capabilities.

## Tools in Focus



Microsoft (MS) Word  
Version 2303



MS Visio  
2019



Snagit



MadCap Flare  
2023

## XTGlobal's Approach

Since the client already had an existing set of materials and a comprehensive Document Database, XTGlobal professionals assessed the database and proposed various enhancements to improve the understandability and quality of the documents.

- The XTGlobal Technical Documentation team reduced the documents' length by half while retaining all necessary information
- The writing team reorganized and reformatted document information for readability and cogency
- To ensure the impeccable quality of documents, the team followed a phased and agile engagement model:
  - Phase 1: Information Collection for Project
  - Phase 2: Project Plan
  - Phase 3: Execution
  - Phase 4: Quality Assurance
  - Phase 5: Delivery
- The team developed context-sensitive strategic professional articles, brochures, domain-driven designs, system operation user guides, online help materials, customer service workbooks, etc., for a fraction of their original cost
- The writing team authored content for online help across the client's ongoing products, solutions, and projects
- The developed documents were integrated with their existing document database and ongoing extension project to enhance the ease of access and document availability
- Subject matter experts and technical writers with the necessary domain expertise assessed the final materials to ensure that each ILT was comprehensive to help train any new/old customer service representative on their latest products and strategies
- To streamline documentation maintenance and facilitate single sourcing, the technical writer successfully migrated the Word documents to XML/HTML format using MadCap Flare



## Business Benefits

- Achieved a comprehensive system and technical documentation for their existing document database
- Attained structured documentation that can be updated easily by the client's internal teams
- The client was able to train and onboard new Customer Service Representatives (CSR) rapidly
- Enhanced Self-Learning, Skill Upgrade, and User Understanding
- The revised documents with nonexpert language helped understand technology from complex concepts into simple sentences for technical and non-technical audiences
- The transition allowed for more accessible updates and reusability of content across different deliverables, increasing efficiency and consistency

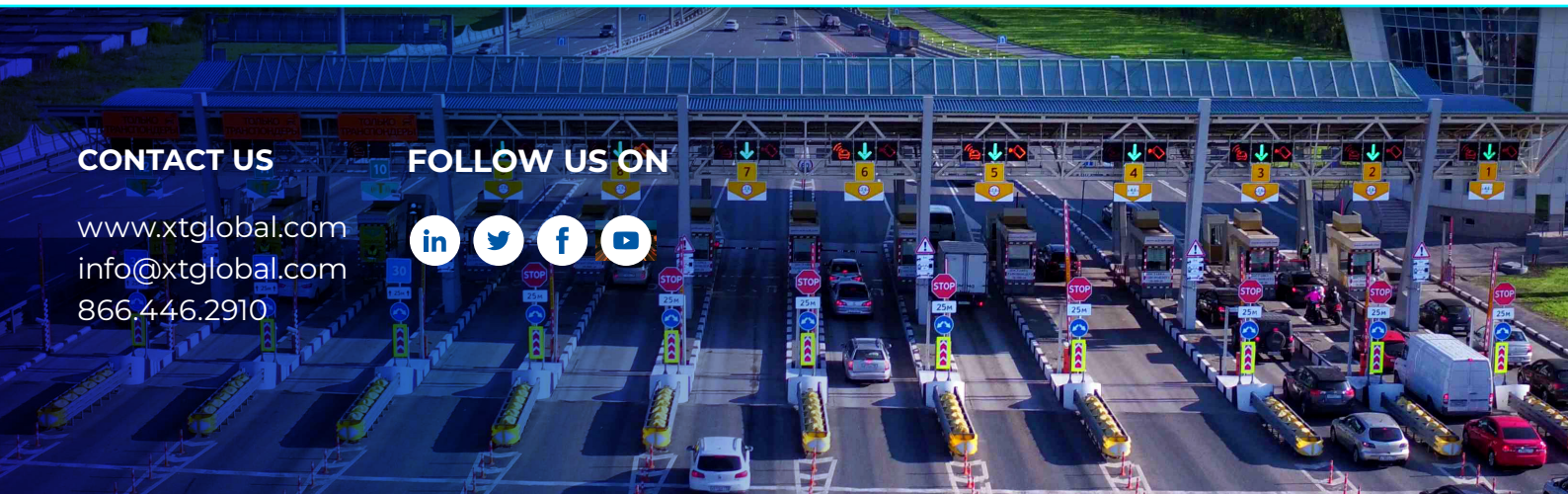
## XTGlobal Technical Writing Advantage

At XTGlobal, we bring a wealth of experienced technical writers, deep-rooted domain expertise, world-class templates, and a strong focus on industry best practices to bear on every document we handle. Whether in manufacturing, healthcare, finance, or any other industry, documents with our content support and updates will help you to effectively and impactfully connect with every client, member, and staff.

Our wide range of technical writing services include Instruction Manual Writing, Safety Data Sheet Writing, Hardware and Software UI Writing, User Manual and Product Guide Writing, ILT Material Writing, Standard Operating Procedures Writing (SOP), and many more.

## About XTGlobal

XTGlobal, established in 1998, is a strategic provider of IT, software development, and consulting solutions for companies across the world. We derive solutions based on the latest tools and technologies customized to our clients' unique requirements. Our partnerships with Cloud Leaders like Oracle, Microsoft, and AWS give us the ability to build advanced capabilities for our clients.



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