ProWrite

Deep-Rooted Experience in Software Documentation

Challenge

A vegetation management company in need of improved data collection updated their timesheet software for ease of use by general foremen. The company purchased the software from a vendor eight years earlier, which meant they had no documentation to help their employees learn how to use the updated version. They needed no less than eight user guides to cover the most important processes of the new software.

Solution

With deep-rooted experience creating accurate and user-friendly documentation, ProWrite was the perfect pick to solve the company's documentation problem.

ProWrite created and maintained a project calendar to help schedule interviews, track milestones, and ensure a flow of drafts and review cycles to meet project deadlines. Throughout the project, ProWrite communicated regularly with the client to provide progress reports and budget updates.

To write the guides, ProWrite pros gathered necessary information from subject matter experts (SMEs) who had worked with the timesheet software. Before each interview, ProWrite emailed the SMEs targeted questions relevant to each process to ensure they were prepared and that no details were missed. The interviews were conducted online so ProWrite could observe the process, obtain answers to questions, capture screenshots, and document each step as the SME demonstrated the software.

In each guide, ProWrite explained the purpose and intended audience, defined acronyms and terminology found within, and described each step required to complete the process. ProWrite added screenshots to accompany the steps as well as useful tips throughout each guide.

ProWrite securely shared drafts for the company to review to ensure they were accurate and aligned with project expectations. The reviewers provided feedback, addressed ProWrite's comments, and answered outstanding questions. ProWrite incorporated all reviewer feedback and made adjustments to the user guides until they were complete and approved by the company. ProWrite then handed over the guides to the company for their legal ownership.

Benefits

ProWrite delivered eight timesheet software user guides on time and on budget. The user guides produced by ProWrite helped the company document the most important processes of the timesheet software to quickly and efficiently train employees in vital processes that would enable the company to keep more accurate accounts of their employees' time.