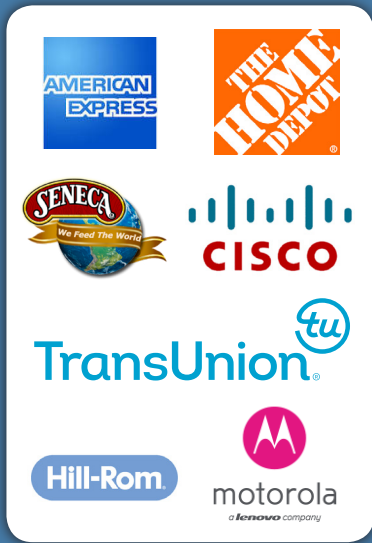




Our Clients know that the documentation and courseware that we develop will create a positive customer experience, improve quality, and enhance employee performance. The InfoPros Advantage – our experienced employees, proven process and continued investment in tools and IT infrastructure – is the reason that companies such as Cisco, Motorola, and ITT have come to rely upon InfoPros.



“The InfoPros team has been excellent at helping us get the work done in a very competent, professional, and responsive manner. I would work with them again in a heartbeat!”

~ TransUnion

www.infopros.com

## InfoPros Advantage

### People



Your InfoPros project is ready to go when you are. Our core team of Project Managers, Writers, Information Architects, Illustrators and Instructional Designers are employees, not contractors. This team approach:

- Minimizes ramp-up time, reducing costs
- Ensures that the knowledge gained by working with your company is retained
- Drives success as team members are experienced professionals led by trained Project Managers
- Assigns team members to your project based upon the expertise and skills required
- Ensures continuity for ongoing or subsequent projects

### Process



Our Clients' projects come in on schedule, on budget and achieve the design and quality goals. Our proven project-management methodology focuses on clearly establishing project schedules and responsibilities, minimizing costly rework and making efficient use of your subject matter experts. Our process includes:

- Clearly identifying the scope, responsibilities and all required source material
- Providing a formal kick-off meeting detailing project schedule, roles and responsibilities
- Ensuring consistency with your technical and branding requirements
- Following an edit and review process to ensure quality and minimize rework

### Infrastructure



InfoPros knows the importance of investing in up-to-date tools and IT infrastructure to ensure quality and consistency while driving efficiencies throughout the project life cycle. Our tools include:

- A comprehensive IT platform that ensures security and backup for all project-related content
- A project management platform that provides real-time status of project schedules and budgets
- The industry's best content-creation tools
- Support for a "virtual" project team of client and InfoPros personnel

“InfoPros provided an 80% reduction in cost for translation and created a 70-90% rate of reuse of translation words and topics.”

~ ITT Fluid Technology

“InfoPros enabled rapid course development while minimizing overall training costs by 40%; they reduced the amount of time SMEs spend in the development process.”

~ Waukesha Electric Systems

[www.infopros.com](http://www.infopros.com)

## InfoPros Capabilities

InfoPros has completed thousands of projects spanning a broad spectrum of industries making it possible for our clients to benefit from best practices implemented at any number of leading-edge companies. We excel in selecting and employing publishing tools and have extensive experience working with XML/DITA, eLearning, instructional design methodologies and single-sourcing.



### Industries

- Products: manufacturing, electronics, IT, medical, industrial
- Software Applications: healthcare, financial, ERP
- Processes & Procedures: IT, engineering, consumer products



### Services

- Project Management
- Template Development
- Interactive Multimedia
- Courseware Development
- eLearning
- Technical Writing
- Technical Illustration
- Technical Editing
- Documentation Development Process Analysis
- Training Development
- Web Content Development
- Consulting



### Documents/Training

- Online Help Systems
- User Guides
- Product Manuals
- Standard Operating Procedures
- Administrator Guides
- Installation & Operation Guides
- Assembly Instructions
- Use and Care Guides
- Software Installation & Configuration Manuals
- eLearning
- Workflow Analysis
- Video and Animation
- Line Art Illustrations
- Dynamic Forms

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Founded in 1994, InfoPros has offices throughout the U.S., serving a broad range of industries, geographies and projects.