

# Outsourcing Solution Overview

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

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Locations:  
California  
Colorado  
North Carolina  
Texas  
Wisconsin

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**PROS**

## Outsourcing Solution Overview

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As a partner, InfoPros can provide all of the skills and capabilities required to support any documentation and courseware development need. Not only do we provide high-quality technical writing services, but we also develop web content, courseware and eLearning, and consult on managing all types of content. You can depend on InfoPros to provide comprehensive management reporting, so that you always know the status of projects and deliverables with respect to both project schedules and budgets – our job is to make it simple for you.

### Our Solution

Our solution starts with a core project team that is augmented with key InfoPros employees as needed to accommodate the inevitable ebb and flow of work.

The core team will be led by an experienced InfoPros Project Manager and normally will include the following members:

- Senior Information Architect
- Lead Technical Writer
- Lead Desktop Publisher

InfoPros will incorporate other writers, desktop publishers, and illustrators as needed. Our team members will work primarily from InfoPros facilities, and will travel to work onsite, if required.

### Project Management Process

Constant, clear communication and consistent support, delivering projects that meet or exceed your expectations is what you gain from InfoPros Project Management. The Project Manager is responsible for:

- Managing the InfoPros project team
- Establishing and monitoring budgets
- Ensuring that the team follows established processes
- Keeping deliverables on schedule
- Serving as a point of escalation
- Communicating regarding budgets, priorities, and results

Our reporting process ensures that we keep communication open and clear and includes:

- Detailed Weekly Status Reports
  - Milestone status and issues
  - Costs by project and deliverable
- Budget Reports
  - Skill set usage
  - Historical productivity

- Budget versus actual cost
- Deliverable Analysis
  - Unit cost per deliverable
  - Unit cost by type

## Quality Assurance and Client Satisfaction

InfoPros manages the quality of the work it produces by consistently following its proven processes. We employ a process that actively engages Subject Matter Experts (SMEs) at appropriate times for reviews and sign-offs. All project sponsors are required to review materials for technical accuracy and to follow the approval process before InfoPros finalizes materials for publication.

The InfoPros Project Management Process ensures that we deliver all projects on time and within budget and has built-in technical reviews designed to find and correct any errors before final delivery or publication of the systems and information we produce. We include multiple reviews in our quality assurance processes to help us achieve these results:

- **Professional look and feel.** From word choices to corporate colors, our team ensures that all of your content meets your requirements, ensuring a consistent, professional look and feel.
- **Reach your target audience.** We work to understand your target audience. Our process ensures that we use a tone, reading level, and layout customized to communicate directly to your target audience.
- **Accurate and easy to use.** Whether we are developing an operations manual, an online help system, or eLearning tools, we follow a quality assurance process that identifies and remedies usability issues, unclear language, and other obstacles so that your target audience may fully understand the materials. When appropriate, we test deliverables with your end users.

## Cost Savings

Focusing exclusively on the development and maintenance of documentation and investing in supporting processes and infrastructure, InfoPros has been able to develop efficiencies that few companies can match. These efficiencies allow us to garner cost savings, which we pass along to our clients, in a number of ways:

- **Establish Budgets.** Having undertaken thousands of projects, we have developed metrics for the various types of work that we do, allowing us to establish accurate budgets so that our clients do not see unexpected cost increases.
- **Measure Results.** Having established budgets, we then measure the results, allowing our clients to make decisions about the costs and benefits of each project or deliverable.
- **Implement Tools and Process.** We continue to invest in tools and processes that allow us to minimize overhead and drive efficiencies throughout the development process.

- **Leverage Our Broad Skill Set.** We work to ensure that we are using the most appropriate skill set for each task. For example, having a senior writer or information architect perform tasks that require a mid-level writer can increase costs by as much as 40 percent.
- **Gather Best-In-Class Experience.** Working with Cisco, ITT, Motorola, and others, we have gained expertise with a wide array of tools, technologies, and best practices, which we leverage for subsequent projects.
- **Utilize Variable Resources.** The resources InfoPros assigns to a project will vary with the changing workload, giving you the ability to manage costs.

## Management Reporting

InfoPros uses project management reports to communicate with our clients and track our projects. The reports show where we have created efficiencies to drive per unit cost down, thus empowering you to make fiscally responsible decisions based on cost. The reports can be tailored to your specific needs.

## About InfoPros

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Since 1994 InfoPros has proven its documentation and training expertise with a commitment to best-in-class services and client-centered solutions. Experienced in a host of authoring software and with a wide variety of industries, we specialize in delivering a blend of services for documenting products and processes, training development, and translation and localization.

Whether you need a complete training program to augment a new product or service, or you require job aids for internal learning, InfoPros has the experience and skills to deliver the results you are looking for. By combining a client-centric focus with our structured three-step approach, we are able to design a customized solution that will fit within your business.

To learn more about how InfoPros can customize a solution for you, contact us at:

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