



# Case Study – Technical Authoring

---

**Version 1.1:** August 2010  
**Presented by:** Mark Lees

**The information contained in this document is Copyright © 2010, EAM Consulting. All Rights Reserved.**

Nothing contained herein shall be construed as conferring by implication, or otherwise any license or right under any patent or trademark of EAM Consulting or any third party. Except as expressly provided above, nothing contained herein shall be construed as conferring any license or right under any EAM Consulting trademark or copyright. This document is intended solely for the recipient, and as such is confidential, and may legally be privileged. Any disclosure, copying, distribution or publishing of this document in any form is expressly prohibited, unless prior permission is obtained from the copyright holder. Failure to comply with this statement may be unlawful and may result in legal action.

This document is published by EAM Consulting, and is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. EAM CONSULTING SHALL NOT, UNDER ANY CIRCUMSTANCES BE LIABLE TO ANY PERSON FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES. THIS INCLUDES, WITHOUT LIMITATION, DAMAGES RESULTING FROM USE OF OR RELIANCE ON THE INFORMATION PRESENTED, LOSS OF PROFITS OR REVENUES OR COSTS OF REPLACEMENT GOODS OR SERVICES, EVEN IF INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

**Every effort has been made to ensure the accuracy of the information presented. However, EAM Consulting assumes no responsibility for the accuracy of the information. Changes (if any), will be incorporated in new editions of this publication. All products and brand names are trademarks or registered trademarks of their respective holders.**

## Summary details

---

Client approval: Yes

### Company information

	EAM Consulting
<b>Address</b>	35 East Road
	Tylorstown, CF43 3DD, United Kingdom
<b>Phone number</b>	+44 2921 254466
<b>Fax number</b>	+44 7006 078648

<b>Contact name</b>	Mark Lees
<b>Title</b>	Consultant
<b>Phone number</b>	+44 2921 254466
<b>Mobile number</b>	+44 7899 857678
<b>E-mail address</b>	mark@eamconsulting.co.uk

<b>Solution group</b>	Manufacturing – heating controls
<b>Solution offering</b>	Technical authoring – instruction manuals
<b>Project name or title</b>	n/a

### Customer profile

<b>Customer name</b>	Heating controls manufacturing company
<b>Address</b>	South Yorkshire, England

<b>Industry</b>	Heating Controls
<b>Number of employees</b>	50 - 100
<b>Annual revenue</b>	> £20m

# Case Study Report

---

## Case Study for Heating Controls Manufacturer, South Yorkshire, England

### Company profile

- Established in 2004, part of an international group.
- Revenues in 2009: > £20 million
- UK market leader in their sector

### Business situation

As a result of an expanding and changing product range, this client needed assistance with the production of both new and replacement product instruction manuals.

### Technical situation

This manufacturer needed not only to have instruction manuals written for their latest range of products, but also needed them completing to a high standard and within a very short timeframe. A cohesive look was needed across all the manuals, and they needed to be written in a style that was both informative and easy to follow.

### Solution

Following initial discussions with the client, a proposal outlining the proposed format for new manuals was passed to the client. Following client acceptance, a Microsoft Word template was created to form the base for the manual. Word was chosen as the format for the base/draft manuals because Client staff was already comfortable using this application, and it allowed the easy annotation and updating of document text.

Following approval of the draft manual, a pre-press quality PDF file was produced using Adobe Acrobat (the client printers preferred format).

### Benefits

There were many benefits for the client in adopting EAM Consulting's solution, but included were the following key benefits:

- Reduction in time taken to produce manuals
- Consistency and continuity in appearance
- Easy update of base manual to allow for changes to product details, specifications, etc.

### Products and services used

- MS Word based draft documents
- Adobe Acrobat pdf final documents

## **Services provided by other groups or companies**

No outside companies or organisations were used in the provision of this particular solution.



## **EAM Consulting**

**35 East Road, Tylorstown  
Ferndale, CF43 3DD United Kingdom**

**Telephone: +44 (0)2921 254466**

**Fax: +44 (0)7006 078648**

**Mobile: +44 (0)7899 857678**

**Web: [www.eamconsulting.co.uk](http://www.eamconsulting.co.uk)**

**E-mail: [enquiries@eamconsulting.co.uk](mailto:enquiries@eamconsulting.co.uk)**