



# EAM Consulting Newsletter

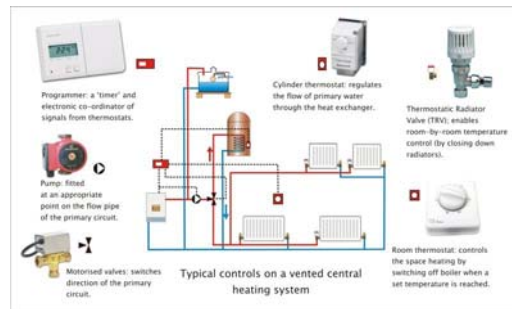
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## EAM Consulting Provides in-depth Technical Authoring Services to Major Heating Controls Manufacturer



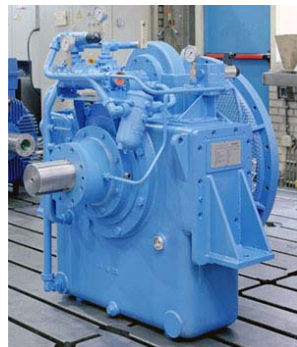
We were recently approached by a major Heating Controls manufacturer based in the North of England to write an instruction manual for one of their new range of innovative digital thermostats.

The manual was produced, approved and sent to the printers within 10 days! The

client was so pleased with the work we carried out that they immediately asked us to produce a further instruction manual, this time for one of their new digital heating controllers. Production of this manual was also completed within a very similar timetable.

As a result of our commitment and responsiveness to the client, they have rewarded us by asking us to not only write the instruction manuals for the new products being launched this year, but also to rewrite over 25 of their existing manuals.

## Large Midlands based Engineering Company Benefits from EAM Consulting's Expertise



A large Midlands based mechanical engineering solutions provider to industry recently approached us to see if we could develop an application that would help streamline one of their reporting processes. The company, who specialise in providing a comprehensive range of reactive and planned mechanical engineering services to a broad and diverse range of industry sectors, needed a robust and optimised database application to capture information relating to their Industrial Gearbox Refurbishment services.

After analysing the company's requirements we proposed a phased solution using Microsoft Office based software, which would allow both the capture of repair data for historical reference and also the production of comprehensive and detailed reports for their end clients.

The first phase of this project has already been carried out, with the next phases due for completion over the coming months.

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## More Operating and Maintenance Manuals Written

We continue to experience great demand for our Authoring services, particularly in the production of Operating and Maintenance (O&M) manuals for construction projects (for both new build and refurbishment / redevelopment work).



As well as the production of O&M manuals, we have also recently produced Health and Safety files and Building Log Books – all written to follow CIBSE guidelines.

As always, if you have any technical writing or authoring requirements please feel free to contact us to discuss your needs in more detail. We have experience in the production of a wide range of technical, reference and instructional documentation, and will be happy to consider producing documentation in other areas as well. Our contact details are at the bottom of this newsletter or can be found on our website:

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

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## Website Client Area

We recently added a secure Client area to our website, which allows authoring and other Clients the ability to upload files to a secure drop box, as well as to download their completed documents and files.

Several EAM Consulting Clients have already taken advantage of this new facility (in preference to sending or receiving files by email). If you feel that this facility could be useful to you, then please contact us and we will create a secure area and login for you.

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## EAM Consulting Invests in New Software to Improve Services



To provide an even more comprehensive service to our Clients, we have recently invested in several new software packages.

We now have the capabilities to produce CAD drawings using two separate, dedicated programs – an Electrical CAD drafting package for the production of electrical and electronic schematics, and a 2D CAD program for the production of mechanical and architectural drawings. All the drawings can be produced in a variety of file formats, including dxf and dwg.

We have also invested in new software to produce Adobe Acrobat documents, and we intend to upgrade this software in due course to the latest release of the Adobe Technical Communication Suite – this will give us even more flexibility in the production of technical documents to greater levels of complexity and in a variety of formats to meet client requirements.

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