



## Telecommunications

Telecommunications is a specialised and competitive industry. The convergence of data applications and services, accompanied by deregulation, means that no single operator is able to dominate this market. The larger telecoms providers now compete with smaller companies for mobile, data and telephony products and services. To be successful, modern companies need to move quickly to bring their services to market.

In addition to the larger telecommunications providers, a range of other service providers offer innovative services within this space that require technical documentation support.

For the technical communications company offering a service to this industry, it is essential to have a good understanding of the underlying technology of mobile, data and telephony.

### Background

A provider of a next generation mobile platform needed a new system administrator's guide and support documentation.

### Requirements

The organisation brought in CTC to assist with the creation of a new system administration guide, intended for system integrators.

### Challenges

As this was the first version of the guide, CTC provided advice as to the format and content to be included and assisted the company with their documentation processes.

### Solutions

Source material was obtained from developers and reviewed/updated for suitability for the target audience. New content and diagrams were created as required. The full solution included:

New administrator guide, in modular format, enabling sections to be updated without the need to reprint the entire guide.

New installation guide and support documentation.

Flowcharts, diagrams and other support information.



## Unique features

- Flexible approach, taking into account the client's requirements
- Modular delivery to enable easy updates
- Delivered in PDF format and as a hardcopy guide

## Clients in this sector

Customers in this sector who have used our services include: BT, 3Com VocalTec Communications, Mobixell Networks, ECI Telecom, VoxSmart and TATA Communications.

## View Samples

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