

You made the sale. Does your customer understand the instructions?

Technical documentation can be much more than just "how to..." It can be an effective after-sales tool that shows your customers they made the right choice - by providing customers with the right information to use your products quickly, easily, and efficiently.

X-Plain develops easy-to-use manuals and online help guides that address users' specific needs and reduce calls to your help desk:

- Quick-start guides
- Step-by-step guidance through complex procedures
- Troubleshooting
- Installation guides
- Release notes
- Tutorials



Interested in moving forward with your documentation?

Call us today for a free, no-obligation meeting to review your Technical communication needs. During the consultation, we will evaluate your current internal and public documentation, and provide you with on-the-spot feedback. In addition, we will elaborate on the after-sale benefits that quality documentation can provide for your business.

I warmly recommend Eagle Solomon and X-Plain, and have no doubt that whoever hires their services will benefit.

Yaffa Hajosh
ZIM Training Manager 1997-2009

Added value throughout the product lifecycle

X-Plain works closely with developers to produce usable documentation at every stage of the product life cycle. We can assist you in making sure your developers (in-house or off-shore) are all "on the same page". While the product version is being developed, we can produce blueprint and requirement documents, which assist in clarifying how the product should be developed. Later, when interim versions are live, we can audit the interface, suggest improvements, and make it more intuitive and easy to use. We learn about the system processes, carry out user simulations, and develop comprehensive documentation in the format you require. Our team has extensive experience with FrameMaker, RoboHelp, DITA, Captivate, WebWorks, MS Office, and other industry-class tools.

Our experienced project managers have managed hundreds of projects in the healthcare, biotechnology, electronics, and other sectors for more than ten years. Projects can be carried out on a turnkey or task-specific basis, customized to meet your specifications and schedule.

Our Services

- **Technical Communication**
Blueprints, specifications, user and service manuals, help files
- **Medical and Regulatory Writing**
Technical files, 510k submissions, clinical protocols, investigators' brochures
- **E-learning and Product Training**
On-screen tutorials, demonstrations and hands-on simulations, syllabuses, lesson plans
- **GUI Consultation**
Interface usability evaluation
- **Translation**
Document and interface translation; desktop publishing

Our Customers

ZIM • Point of View Software • GE Healthcare • ARAN Prototyping • Elbit Systems