

## Documentation Services for Startups

Just as you may contract with outside companies to help you with manufacturing operations or public relations, we can help you with your technical documentation.

Whether you need assistance with one simple document or your entire portfolio, BayTech Services is the one source for all your needs.

If you have an in-house documentation group, we can augment your team for overflow work, last minute jobs or specialized work. For many small operations, we may serve as their entire documentation team.

### Our Services

#### User Documentation

- Quick Start Guides
- User Manuals

#### Administrator Documentation

- Configuration Guides
- Installation Manuals
- Administrators Manuals

#### Developer Documentation

- Developers Guides
- API documentation

#### Online Help

- Web-Help, Microsoft Help
- Standalone/context-sensitive

#### Training Materials

- Technical or business topics
- User or technical audience
- Documents, PowerPoint, CBT

#### XML Templates & Conversion

#### Translation & Localization

#### Desktop Publishing

#### Graphic Design and Illustrations

### Our Unique Proposition

#### Fast Turnaround

- Immediate access to Technical Writers.
- Unlike typical agencies, we don't start hiring after a project starts.
- We have trained Technical Writers on staff, who start working on your projects immediately.
- From a part-time resource to a large team of Writers and Developers, we can quickly assemble the right size team to meet your project deadlines.

#### Top of the Line Documentation

- Using our expertise in the latest authoring tools.
- We specialize in XML based documentation.
- Through our technology background and deep domain experience.

#### Easy Business Model

- We can work on project of any size. No job is too big or too small.
- Our Project Manager takes over the ownership of the entire process to offload your burden of documentation development.
- Easy on your Subject Matter Experts - we bring technology and domain experience.
- Develop a long-term relationship and retain your product knowledge for future projects.
- Focus on your core business. You don't need to worry about hiring or managing Writers, benefits, office space, equipment or tools.

#### Significant Savings

- Savings of 40-60% compared to hiring agency contractors.
- No cost overruns - we can provide fixed prices.
- There are no startup costs or long-term obligations.

## Expertise

## Sample Projects

“Bay State developed a variety of documentation for us including Developer Guides and an Administrative Manual.

They bring a broad knowledge of enterprise software including database, application and client software.”

*Arvind Goyal*  
Senior VP & GM  
Vaultus Mobile  
Technologies

“To realize a major OEM opportunity, we needed extensive documentation - fast.

With the help of Bay State, we could commit to the deal.

Using a team of three, including a Cisco certified Engineer, they delivered all materials on time.”

*Jerry Skurla*  
VP of Marketing  
Bradford Networks

### Tools

- Adobe FrameMaker and InDesign
- RoboHelp, Web Works, Flare
- Epic Editor, AuthorIT
- Microsoft Office Suite, SnagIT
- Visio, Illustrator, Photoshop
- InDesign, QuarkXPress
- FrontPage, Dream Weaver

### Technology

- Java/J2EE
- JBuilder/Virtual Basic
- SQL/Oracle/DB2
- XML/XSLT, SOAP
- C/C++, .NET, UNIX, Linux
- Web Services, AJAX
- VoIP, IPTV, MPLS
- Ethernet, DSL, ATM

### Enterprise Software

- Application & database software
- Security software
- UNIX, Linux & .NET

### Networking and Telecom

- Switching
- Security
- Wireless

### Server/Storage

- Hardware/Software

## Resources

### Technical Writers

- Large pool of Technical Writers
- Advanced degrees in Engineering and Technical Writing

### Award Winning Editors

### Technical Domain Experts

### Experienced Graphic Designers

### Seasoned Project Managers

### User Documentation

- Datawatch Corporation
- BlueShift Technologies
- Nitrosecurity
- The Oak Group
- ThingMagic
- iBasis
- Fantasy Entertainment

### Online Help

- Datawatch Corporation
- The Oak Group
- XyEnterprise
- Proxy Networks

### Administrator Documentation

- Bradford Networks
- Vaultus Mobile
- Gotuit Corporation
- Motorola
- HP
- Nitrosecurity
- Proxy Networks
- Egenera

### API/Developer Documentation

- Adesso Systems
- Vaultus Mobile
- ROAMData
- BlueShift Technologies
- Gotuit Corporation
- Intralinks

### Training Materials

- GEN3
- One Communications
- The Oak Group

### XML-based Documentation

- The Oak Group
- UGS

### Translation and Localization

- Bradford Networks
- ThingMagic