

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