

# > Case Study: Technical Publication & Documentation

## Client: Cummins, Inc. Columbus, Indiana (Global Headquarters)

Thinkpath has been providing engineering services to Cummins since 1984.

### The Challenge:

Develop a more streamlined, cost-effective and timely method of producing parts catalogs.

#### BACKGROUND:

Historically, Cummins Parts Catalogs were produced by their internal technical publications department. Cummins technical writers were responsible for all the required research, development and technical writing. An outside supplier was used to develop the associated illustrations from Cummins supplied blue prints. The process was slow and inefficient resulting in many catalogs being released past their deadline.

#### THE THINKPATH SOLUTION:

In 1995 Thinkpath carried out an in-depth study of the existing Parts Catalog process and developed the following solution.

Utilizing existing ProENGINEER models created in Cummins' product design process, Thinkpath created line art for Parts Catalogs at a fraction of the cost of the previous method.

Additionally, Thinkpath utilized the ProENGINEER models much earlier in Cummins' drawing release cycle, significantly accelerating the graphics creation process.

Thinkpath also assumed responsibility for research, development and technical writing. Having the writer and illustrator work side-by-side resulted in further gains in overall efficiency.

Currently, Thinkpath deploys a team of five technical writers and illustrators in support of Cummins Parts Catalogs.

#### THE RESULTS:

Thanks to Thinkpath's proven publication expertise, Cummins enjoys a streamlined technical publications process, resulting in a much shorter Parts Catalogs cycle-time. Catalogs are released on time and at a fraction of the original cost.



Technical Publication & Documentation  
Including: Technical Writing, Illustrations, Editing and Translations

# > Technical Publication & Documentation

## Thinkpath - When You Insist on a Professional

Thinkpath has been producing Technical Publications and Documentation for satisfied clients almost since the company's inception. This has been a core part of our business since our engineers realized that the CAD generated models they were creating could be easily modified for use in a variety of technical manuals and parts books.

## We re Experts In Electronic Publication & Documentation

Our Technical Publishing programs seamlessly integrate your engineering and design departments. By utilizing the latest in state-of-the-art software and technology we produce printed materials, e-publications for CD-ROM and the Web.

Thinkpath maintains a complete staff of technical publication personnel, as well as highly skilled engineers and drafters. As a result, Thinkpath can draw heavily upon its engineering resources to handle every step of the documentation process, including researching, writing, editing, illustration, printing and distribution.

Thinkpath has a technically diverse team and invests in high-end engineering software tools in order to fully use existing engineering data in developing new material. This important advantage over competitors greatly reduces the time needed to generate illustrations, as well as the amount of customer support time required in developing new documentation. We produce manuals that tell the users how to install, operate, and maintain; and how to locate and order the profitable spare parts they want to sell to their customers.

## We re Experts In Electronic Publication & Documentation

### Our Services

Thinkpath's team of technical writers, illustrators and editors have more than two decades of experience providing a variety of services to include:

- Technical writing
- Technical illustrations
- Editing
- Style guide development
- Authoring
- Course development
- Research

Thinkpath's team can produce a wide variety of engineering documents including:

- Installation manuals
- Operations manuals
- Maintenance manuals
- Service manuals
- Illustrated parts books
- Tear down and repair manuals
- E-learning
- Online help files
- Training documents
- Animations

### The Advantages of Electronic Documents

Electronic documents offer great potential for reducing costs and improving the utility of engineering publications. E-documents are provided to customers on CD or through the Web. Customers can print documents they choose, while you reduce printing expense, inventory, packaging and shipping costs.

Paper documents are one-dimensional and not interactive. Electronic document images can be animated, allowing viewers to turn an object, look behind it, or enlarge tiny parts for detailed analysis. E-documents provide users with clearer and more effective information.

In addition to creating e-documents from scratch, Thinkpath can also convert your old paper publications to an electronic format.

### Putting Life into Presentations

Engineering and technical illustration is no longer limited to a paper surface. Technology allows us to animate products, bringing them to life. Objects can be spun, rotated, and tumbled to show all the surfaces in a 3-dimensional form. Showing components moving can illustrate how they connect and function.

The use of animation raises training sessions, budget presentations, sales meetings, and customer demonstrations to a whole new level.

For example, with animated illustrations you can show a repair technician how to access and fix a problem, or show a mechanic how to change parts and where to use lubricants. You can demonstrate to a customer exactly how a product works through an on-screen simulation.

The applications are endless. Let us show you how we can upgrade your training and selling aids into clear and compelling demonstrations.

### Electronic Parts Catalogues

You can increase your sales efficiency by converting your traditional paper-based catalogs into interactive electronic catalogs. Customers can confirm product availability and price, place an order and make payments in real time. They can also retrieve and maintain their account information on their own.

Allowing customers electronic interaction with your system reduces your administrative and support costs, while making it easier and more convenient for them to buy from you. Electronic catalogs can easily be created from existing paper-based documents, including old blueprints and acetate drawings.

## You Can Count On Thinkpath

Thinkpath covers every aspect of the Technical Publishing process including research, writing, editing, illustration, printing and distribution. We seamlessly integrate your engineering and design departments to produce both printed materials, and e-publications for CD-ROM and the Web.