

Case New Holland (CNH)

Since 1998, Thinkpath has been providing technical documentation services to CNH.

Background

CNH is a worldwide leader in the production of agricultural, forestry, and construction equipment. For the past five years, Thinkpath has provided a variety of technical publication services to CNH including:

- Technical Writing (Service Manuals, Tear-Down and Repair Manuals (T&R Manuals)...))
- Technical Illustrations (Creation of line art and digital photography)
- SGML Conversion services (Converting tagged “vendor” files into Frame Maker non-tagged Case specific files.)

Thinkpath Solution

Thinkpath assembled a team of technical writers and illustrators proficient with Frame Maker and Adobe Illustrator to provide technical publications support for a variety of programs. When required, Thinkpath’s team works on-site at CNH’s Racine, Wisconsin facility to interview subject matter experts take part in “tear-down” exercises and take digital photographs. Once completed with the on-site work, Thinkpath returns to the local Thinkpath office to author the documents.

Benefits

Thinkpath’s experience with CNH and the flexibility to go on-site with short notice allows Case New Holland to meet their tight deadlines. Today, CNH relies on Thinkpath to level their workload peaks. The Thinkpath team is always on “hot stand-by” to assist CNH. This eliminates the need for costly ramp-up time and the need for Case New Holland to search for alternative suppliers.

