



The Technical Reader

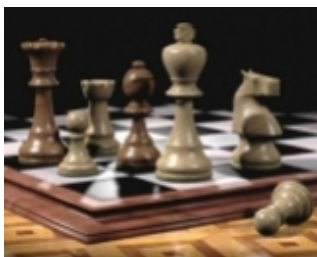
The Shoap Technical Services Newsletter

October 2011

No More Words in Word, Please

Through great marketing and market saturation, Microsoft Word has become the de facto tool for documentation. This should come as no surprise since Word is the most popular word processing tool—in fact, the “most popular software in the world for personal use” as MS Office Live Director of Marketing Michael Schulz said. Naturally, when people chose a tool to create documentation, they used what they knew: Word. The question is, is it always a good choice? The answer is a resounding no.

[Click to read more](#)



How to: Planning for Documentation Needs



Spotlight on Shaun Kelly

Shaun Kelly, aka “The Big Dawg,” is Shoap’s

 [Friend on Facebook](#)

 [Follow on Twitter](#)

 [Forward to a Friend](#)



Where Technology & Service Come Together

STS and Gateway EDI

Shoap Technical Services announces a new partnership with Gateway EDI, a leading provider of healthcare EDI solutions and services. We will provide Gateway EDI with documentation support.

About Shoap Technical Services

Since 1986, Shoap Technical Services, L.L.C., has been a leading resource for quality technical writing, documentation, and training

When it comes to documentation, planning ahead can save considerable time and money. Follow these steps to be prepared.

1. *Know your product and audience*

Think about the product from a user's or employee's perspective. What do you want to know?

2. *Anticipate communication needs*

If you will need different versions of a document, plan for them at the beginning. Knowing future needs will help you choose proper formatting early on.

3. *Have resources in place*

Even if you don't need documentation right now, chances are you will. Partner with a technical writing company now to ensure timeliness later.

senior technical writer and project manager. He is a technical writing guru whose career began to take form when he wrote his first lines of BASIC in fourth grade. He went on to graduate from Kenyon College with a BA in English and Psychology and now somehow finds time to work on his MS in Human-Computer Interaction. Away from work, Shaun enjoys cooking, attending Braves and Falcons games, working out, and tasting craft beers.

services. We pride ourselves on the technical expertise of our company, and can translate the most complicated technical concepts into easy-to-follow instructions for a variety of audiences. With our experience and exceptional staff (all writers have engineering/computer science backgrounds and editors have advanced degrees in composition and communication), we solve the problem of documentation at a lower cost with greater convenience and quality than any alternative.