



# SHOAP TECHNICAL SERVICES

TECHNICAL WRITING  
AND TRAINING

730 PEACHTREE STREET, SUITE 660  
ATLANTA, GA 30308

## ABOUT US

Since 1986, Shoap Technical Services has been a leading resource for quality technical writing, documentation, and training services. In that time, we have developed a **core client base which has grown exponentially.**

We pride ourselves on the technical expertise of our people, and hire only the most qualified, full-time writers with **extensive technical backgrounds and degrees.**

Our staff can translate the most complicated technical concepts into easy-to-follow instructions for a **variety of audiences.**

## OUR PHILOSOPHY

**We want to be your long term partner.**

We do not sell clients anything—we accommodate their needs with suitable, cost-effective documentation and training solutions with the goal of building lasting business relationships.

We provide clients with a full-service documentation and training resource they can rely on to provide the documentation promised on time and within budget.

By providing superior quality and services, **we hope to continue to earn our clients' satisfaction, trust, and long-term business.**

## STRENGTHS

Shoap Technical Services provides each client with a team of professional writers, trainers, and project managers who apply their extensive knowledge to ensure first-rate documentation and training.

We are uniquely qualified to provide documentation and training support to our clients for the following reasons:

- We believe in setting **realistic, achievable goals** based on our clients' needs, timeframes, and budgets.
- We offer **experience working on a variety of documentation and training projects**, in all formats, and in a diverse cross-section of technical and professional industries.
- We not only provide **skilled professionals** necessary to complete project work, but **team/project management** to ensure the efficiency of each project.
- With our team approach, we can guarantee that the **knowledge-base for a project remains intact** and that work continues if any writer must leave the project.
- With our expertise in **software analysis and adult instruction** – vital for any customized software – we have surpassed our competitors in the documentation and training industry.

# SERVICES

Shoap Technical Services offers a diverse range of expertly-crafted documentation and training services. Our most commonly requested services are listed here, but we also create customized services to better fit our clients' needs.

We can take on any aspect of a project, from writing client materials to editing and reformatting already existing materials. If you'd like details about specific services, simply contact us.

## TECHNICAL DOCUMENTATION

- API Documentation
- Message Specifications
- Functional Requirements Specifications (FRS)
- System Architecture Documents

## USER-FACING RESOURCES

- User Manuals
- Online Help Systems
- White Papers
- Product Guides
- Quick Reference Cards

## TRAINING AND ELEARNING

- Interactive Web-Based Training
- Instructional Videos
- Application Demos
- Training Manuals
- Policy and Procedure Manuals

## WHY SHOAP?

**As we have done for over 25 years**, Shoap Technical Services can provide a team of high-quality resources to ensure that your documentation or training effort is first rate. **When we build a relationship with our clients**, they receive the knowledge and resources of our highly specialized and diverse team members, without the cost of supporting an in-house staff with space, equipment, software, supplies, or benefits. Our ability to select from and join multiple resources not only gives us the combined expertise of the entire STS team for each project, but also allows us to assign complementary resources for cost-effective staffing.

We create quality technical documents for our clients, but we **also integrate ourselves into the business of our clients** through consultations and client visitations to develop the most efficient instructional material. Since we have multiple ongoing projects available, **we can afford to wait out downtime without charging**, and then have the resources available when the project continues. All of our deliverables are reviewed by experienced in-house professionals through our internal quality control process to ensure that **the final product is complete, within budget, and accurate**.

## CONTACT US

**WEBSITE:**  
www.shoap.com

**OFFICE:**  
730 Peachtree Street,  
Suite 660  
Atlanta, GA 30308

**PHONE:**  
(404) 873-4288

**FAX:**  
(404) 874-5990

**EMAIL:**  
info@shoap.com

**YOU CAN ALSO  
FOLLOW US ON  
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