



MINDFULTALK.IN

# Technical Documentation / Technical Content Writing

Product / SaaS / Software documentation  
for your customers

*just when they need  
in a format they like  
in a way they can apply  
at a place they can find*



# Does this sound like you?

Is your customer success team spending too much time answering queries that the customers can look it up themselves?



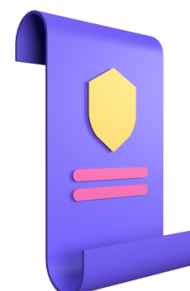
Is creating requirement specifications or release notes or product manual causing you stress?

Are you worried with attrition affecting customer support and continuing business operations?



Is your app getting lower ratings as your audience is confused how to use it?

Do you find it hard to find time to write technical proposals and SOPs?



At mindfultalk.in, we bring together industry experience, business and technical communication skills to craft technical documents that are essential for every business.



In companies big and small, technical documentation is lost amidst the pressures of launch, release and deployment activities of the product / service / app.

**Good documents enhance user experience!**

## What happens with poor technical documentation?

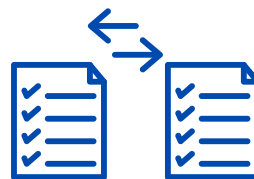


**Poor technical documentation is like a leaky bucket, costing you revenue every day and hindering the growth of your business!**

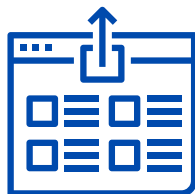
We support our clients to deliver delightful customer experience with technical documents that are



**Easily discoverable**



**In-sync with releases**



**Reviewed & Published**



**Simple and easy to understand**

# What will you experience with better technical documentation for your software and services?



## Increased Revenue

Clear business requirements plugs loss in effort recognition, differentiates bugs from new requirements.



## Customer Satisfaction

Software / Process that behaves the way as the documentation says



## Increased Productivity

Reduces the amount of rework, improves the quality of projects



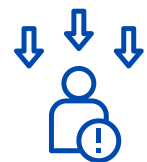
## Reduced customer support cost



## Enhances customer experience



## Improved decision making



## Reduced errors in operations



## Information Availability

On-demand info for brainstorming, solving problems and having client-facing conversations.



## Trainings

New employee induction, customer trainings become easier

Let your engineers focus on building and delivering the products, software and services.

We will work closely with them to explore customer-centric scenarios, the features, the developer and integration interfaces and document them in a way that will be contextual, useful and fast to your clients.

# Testimonials

*LLatha, Seema and the entire crew from mindfultalk.in were instrumental to our product documentation redesign. At Amagi, our products are very technical, and we were not sure if someone from the outside could actually help us. We needed this team to understand the use cases, the technology and translate that to help documentation. mindfultalk.in surpassed our expectations!*



**Shankar Shripadam**  
Director of Product @ amagi



*I would like to thank Latha and Seema for their exceptionally professional advices specifically on shaping our thoughts for our digital presence and drawing up of content strategy. The team had our best interests in mind and created a truly engaging content from the complex draft that we shared with them. Both Latha and Seema been a great part of our success. I would recommend them for anyone who is requiring content writing services.*

**Ramanan Ramakrishnan**  
Founder & CEO, Innoventes Technologies

*Siri and Seema have crafted the user manual for BPS with excellent precision and great clarity that too within a very short duration. We now have started to use it to train new inductees into the team. The queries to L1 support have come down very drastically. Thank you, Siri and Seema, for the great work!*



**Suyog Joshi,**  
Co-founder and Chief Product Officer



# Take Your First Step: Call or Email Today And Tell Us About Your Business.

**The sooner you improve your technical documentation, the sooner you unlock the revenue and growth you have been missing!**

Get in touch for a no-obligation, no-cost consultation, and we will discuss your organisation and discover the areas that we can help you. Even if you are not sure you need to outsource your technical documentation, you should get in touch - we can share some best practices. Then we will get you on your way to a stronger, more collaborative organisation!

Write an email or call us at:

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Authoring technical documents requires an understanding of the product, technology, business as well as awareness about the audience. Technical documentation is beyond language - the ability to communicate technical details in an easy-to-understand language, structured format and in bite-sized chunks that your users can comprehend. This may be a game-changer for you in your new-employees induction, product/software enhancements, user-trainings and much more.

We have helped organisations with technical writing/documentation at all levels. Our core team consists of professionals, both from the coaching and information technology domains with a collective experience of 100+ years to make this vision a reality.

Trusted by

