

## Soft Communications Solutions

### Solution description

Solution name: **Soft Communications Solutions**

Description:

1. Collaborative software design and reviews
2. Collaborative software packaging
3. Third party installation testing
4. Third party usability testing
5. Complete print and online documentation solutions
6. Complete training solutions

Functional description: Our unique service offering includes complete life cycle communications solutions for your software product:

1. Collaborative software design and reviews
2. Collaborative software packaging
3. Third party installation testing
4. Third party usability testing
5. Complete print and online documentation solutions
6. Complete training solutions

Marketing information: E-mail [info@michaelcook.ca](mailto:info@michaelcook.ca) for further information and case studies.

Business problem:

1. High development costs
2. High support costs
3. Sub-optimal usability

Business case & benefits:

1. Reduce development costs by avoiding glitches
2. Streamline product delivery and installation
3. Optimize usability earlier in the life cycle

4. Anticipate Systems Management requirements
5. Improve customer satisfaction
6. Reduce support costs

Target customer size:

- Very Small Business (Less than 50 employees)
- Small Business (50 to 99 employees)
- Midmarket Business (100 to 499 employees)
- Midmarket Business (500 to 1000 employees)
- Large Business (greater than 1000 employees)

Solution website: <http://www.skyprod.net/pub/skyprod/SkyServ.html>

Programming languages used: As may be required depending on the project.

### **Solution Provider**

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