

Case Study: On-Site Engineering Support

Client: An Aeronautics Company

Since 1997, TES has been providing this client with technical documentation solutions.

The Challenge:

Many of the client's existing paper-based technical documents required conversion into a SGML-tagged electronic format. TES was called upon to provide this SGML tagging, as well as editing, technical writing, and incorporation of engineering change notices (ECN).

BACKGROUND:

Due to the client's hardware/software requirements, TES was required to provide a technical publication team at the client's facility. TES's team was 100% responsible for the management of its production team - including work distribution, quality control and efficiencies.

THE TES SOLUTION:

TES assembled a team of 10 technical publication specialists to provide technical writing services for the task at hand. TES utilized its award-winning management system to ensure on-time, error-free delivery by following its proven in-house ISO-compliant management process.

Currently, TES is involved with the modifications of various materials, such as:

- Flight Manuals (FMs)
- Aircraft Service and Maintenance Manuals (AMMs)
- Job Guides (JGs)
- Fault Isolation Diagrams (FIDs)
- Illustrated Parts Catalogues (IPCs)
- Component Manuals

THE RESULTS:

By utilizing TES's technical publication services, this client has been able to reduce its technical documentation costs. It has also been in a better position to respond to customer requests for electronic copies of the aforementioned manuals.



ON-SITE ENGINEERING SUPPORT
Including: Engineering, Technical Publication and Project Management

On-Site Engineering Support

Thinkpath Engineering Services, LLC. (TES) – When You Insist on a Professional

Whether you are developing a new product, require more staff during peak project times or need some expert advice, TES can deliver the experienced technical personnel (i.e. engineers, designers, drafters and technical writers) you need for however long they are required.

The Professionals You Need, When You Need Them

TES can augment your permanent staff by providing engineering professionals to support influxes in your workload. We will deliver quality personnel on a contract basis for any length of time you require.

Additionally, TES has the unique capability to provide the necessary hardware and software along with each contractor for one low price.

This flexibility offers you the ability to handle peak periods or meet project deadlines by adding additional staff, without raising fixed costs or capital expenditures. TES is an established engineering services company. This means that if we don't have your required skill-set available in-house, we have the knowledge and experience to find the staff you need, promptly and cost effectively.

The Secret to Our Success

On-site engineering support is a core TES business, and a natural outgrowth of our engineering services. Our success can be attributed to five primary factors:

1. We carry out in-depth contractor screening and testing to ensure a perfect fit.
2. We offer flexible terms and conditions.
3. We can customize 'hybrid solutions' by augmenting our contractors with members of our full-time staff.
4. We can provide a complete hardware and software tool set with each team member.
5. We provide benefits to our on-site support contractors, most of whom are full-time staff members, which creates a stable and motivated team.

Our On-Site Support Process

Our Contractors

TES's staff undergoes a rigorous selection procedure. Our screening process entails face-to-face interviews, skill-set evaluations and thorough reference checks. We take considerable effort to match the right people to your project and your environment, so they can step in and immediately be productive.

Retention

Most TES on-site support employees are full-time members of our staff, with remuneration and benefits packages commensurate with their skills and experience. This means we have an established and secure team, which ensures your contractors will be available throughout the project cycle and beyond. As a result, you can be certain of project stability and continuity.



Complete Tool Set

We can provide each TES individual we place on-site with both the hardware and software they need to complete their assignment. This saves you the trouble and expense of purchasing and maintaining specialized hardware and software that is only utilized for a limited period of time. Instead, you pay an hourly fee that covers both the cost of the employee and their equipment. When the job is done, so is the expense.

Our On-Site Engineering Support Services

TES can provide support for an enormous range of disciplines, including, but not limited to:

- Project Engineers
- Mechanical Engineers
- CAD/CAE Designers
- PLC Controls Designers
- Manufacturing Engineers
- Quality Engineers
- Technical Writers
- Technical Illustrators

It Makes Good Sense

Using our on-site engineering support when your company has a special need saves you money and headaches.

- You avoid buying expensive hardware and software licenses.
- You only pay for what you need – ‘hiring-on-demand’ avoids needless payroll expenses.
- You avoid all the administration and on-going retention costs of new employee hires.
- You get specialized expertise or additional resources – when you need them.
- If you decide that your TES contractor would be a valuable permanent member of your team, there is an easy transition from contract to full-time employee.

You Can Count On TES

Our design engineers, CAD specialists, technical publication experts and project management professionals are the best in the industry and can be quickly deployed to meet your special needs. Working as part of your team, they can help meet any budget or deadline – no matter how demanding the project.