CyberText Consulting Pty Ltd

AuthorIT Capability Statement

Rhonda Bracey

CyberText and AuthorIT

About CyberText

CyberText Consulting Pty Ltd (CyberText) was established in 1999. It is owned and managed by Rhonda Bracey, who is also its Managing Director and only full-time employee.

CyberText's core business is providing various technical communication and consulting services to companies.

While CyberText is based in Western Australia, Rhonda works with clients located throughout the world.

AuthorIT Capability

Rhonda has used AuthorIT on almost all client projects done on behalf of CyberText since 2002.

In 2003 Paul Trotter, the CEO of AuthorIT Software Corporation, recognised Rhonda's contributions when he made her an inaugural AuthorIT Certified Consultant. This status was attained as a result of:

- the projects Rhonda had completed using AuthorIT
- the support she had given to new and experienced users of the software via the AuthorIT User Group
- the presentations on AuthorIT she had given at international technical communication conferences, and
- the articles she made freely available to the AuthorIT community via the CyberText website (http://www.cybertext.com.au)
- her involvement in beta testing programs for new versions of AuthorIT.

Clients

Most of CyberText's clients are small to mid-size software development companies, with some work done for large government departments, multinational corporations, and small companies.

Rhonda has used AuthorIT with these clients, always in a 'lone writer' situation:

- Boral CMG (through Pursue-IT)
- BMS Solutions Pty Ltd
- CyberText Consulting Pty Ltd
- Dolphin Software Pty Ltd
- Fractal Technologies (part of the Runge Group from 2007)

- Lifelong Learning
- Meercat Pty Ltd
- Mortgage Free Australia Pty Ltd
- Office of Native Title (Dept of Premier and Cabinet, Western Australia)
- OmniSTAR Pty Ltd
- Ramesys Global
- Rosendorffs Diamond Jewellers
- Runge Limited

Client testimonials

Some comments from clients where we have used AuthorIT:

- During her 5+ years with BMS Solutions, Rhonda has provided us with efficient and comprehensive technical writing services. Some of her work for BMS included: developed the online help, user manuals, and training manuals for all BMS software applications; developed software animations based on client requirements that were effectively used to demonstrate key functionality within the software; assisted in identifying product improvements that have been incorporated into the software; implemented AuthorIT as a key tech writing tool; developed and maintained the BMS intranet. I can thoroughly recommend Rhonda's technical writing skills and services to any future client, and would like to thank her for her efforts over the years and wish her all the best in her future endeavours. (David Irvine, Software Development Manager, BMS Solutions, June 2007)
- ...it has to be one of the best help files I have worked with. It is clear and concise, the prolific links mean I never have to search. The layout is neat and uncluttered - I am very impressed. (Russell Williams [Jan 2005])
- I absolutely love your work! You've done such a sensational job. To be honest, it [the user guide] nearly brought me to tears - that's how happy I was. (Harry Bozin, Mortgage Free Australia [Sept 2004])

Expertise

Rhonda's expertise in AuthorIT is extensive, and includes:

- Using AuthorIT on a daily basis with numerous clients
- Speaking on AuthorIT at several international technical communication conferences:
  - 2006: WritersUA Conference, Palm Springs, California: *Customizing HTML Outputs from AuthorIT*
  - 2005: WritersUA Conference, Las Vegas, Nevada: *Time-Saving Techniques Using AuthorIT*
  - 2004: STC (Society for Technical Communication) Annual Conference, Baltimore, Maryland: *AuthorIT Tips and Tricks* (with Char James-Tanny)

  Slides and handouts for all these presentations are available from the CyberText website (http://www.cybertext.com.au/9453.htm), as are the evaluation rankings and comments from attendees (http://www.cybertext.com.au/services_testimonials.htm).

- Answering more than 1150 user queries on the AuthorIT User Group forum, which is more than any other contributor to that forum (http://tech.groups.yahoo.com/group/authorit-users/)
- Achieving Excellence Awards in technical writing competitions for manuals and online Help she created using AuthorIT (2003-04 and 2004-05 STC Australia Chapter Competitions, Online Communications section)
- Providing free information and articles about AuthorIT on the CyberText website (http://www.cybertext.com.au/tips_ait.htm)

But don't just take our word for it...

Here's what others have said about Rhonda's expertise:

- My colleague and I talk about you and Char so much as the gods of AuthorIT; we refer to your amazing wisdom on the user group every day! (Katy G., Scotland, June 2007)
- Thanks for your [AuthorIT] help! I had the entire document suite [working] correctly in fifteen minutes ... after you gave me the clue... I have spent the last three weeks trying to fix the problem in the Word template... I owe you big time! (Damian Forlani-Brennan, Perth, March 2007)
- I'm a lurker in the AIT (AuthorIT) Yahoo Group and I've appreciated so many of your responses... Thanks again for all of your contributions to my understanding of AIT. It's a tough world for lone writers as you well understand, and the community lifeline support is invaluable. (Charlene Kingston, Crow Information Design, Phoenix, Arizona, March 2007)
- Rhonda Bracey in Australia ... is probably one of the best (if not the best) persons on the planet to talk about [AuthorIT's] abilities." (Grant Hogarth, Sept 2006)
- Thank you so much for this information and for the presentations [Customizing AuthorIT's HTML output]. They were very helpful! Thanks to you, everything is up and running perfectly! ... I'd be happy to recommend you and sing your praises - the information you distribute on the list is really helpful and you are obviously THE expert in AuthorIT. (R. Karlin, PortAuthority Technologies, Israel, Oct 2006)
- ... I want to thank for sharing the your handout from the conference. I've been working through the first two sections. ... I've also been using the first part of the presentation to troubleshoot customized book templates and related files that were causing me problems in the past. I was able to clean up some things. This first section was a godsend! I've talked to our vendor on several occasions asking him if he had or knew of anyone who had a roadmap to customizing HTML templates/pages. And nothing until your link popped into my inbox. Thanks you so much for sharing your information!! (M. Moreno, July 2006)
- I have finally gotten around to implementing the suggestions in Rhonda Bracey's excellent handout from the [WritersUA] conference; it's like it was written for what I'm tasked with doing. Thank You Rhonda!.... The work you and Char contribute to the forums is amazing and appreciated. I know I have found the answer to many of my questions through your posts. (S.Hutchings, i.s. edge [June 2006])
- Thanks for a great session on customizing AuthorIT's HTML output—it was one of the most useful conference sessions I've ever attended. (Debi Lane [April 2006])
- Congratulations on your award for your Survey Author HTML Help. I had a quick look at it and was very impressed! (Ilana Cohney [Jan 2004])

Projects

Projects undertaken by Rhonda using AuthorIT include:

- User guides and manuals
- Installation guides
- Policies and procedures
- Case studies
- Training materials
- Websites (the CyberText website uses AuthorIT to manage the content, and a customised HTML template for the layout and design)

AuthorIT deliverables include:

- Word and PDF documents
- Online Help (CHM and XHTML outputs)
- Presentations

'One-off' AuthorIT functions undertaken include:

- Importing existing legacy content into AuthorIT from various sources (Word, RoboHelp, WinHelp [HLP], HTML Help [CHM], HTML files, etc.); and, where required, cleaning up that content either pre- or post-import
- Customising Word templates (styles, title pages, headers and footers, etc.)
- Creating and customising HTML templates, CSS files, and some JavaScript functions
- One-on-one onsite training in AuthorIT