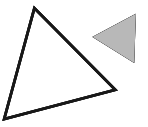


Alkira Enhances Customer Experience by **16%** Through a Revamp of Its Cloud User Manual





The cloud market is the hot spot of this new era. According to renowned resources such as McKinsey, the value of cloud computing is estimated to be \$1 trillion in 2021. Just a year later in 2022, this value experienced a surge to reach a milestone of \$3 trillion. This significant value is essentially 'up for grabs' by companies that are leveraging their digital assets to the fullest extent.

Alkira is one of the potential B2B SaaS companies that allows businesses to effortlessly build and manage their bespoke cloud network. Owing to the nature of the services offered, the clients have to understand how that platform works, and how it can be leveraged according to their needs.

Understanding Alkira's Technical Document was Like Solving a Demanding Equation

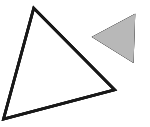
Alkira's technical documentation is an essential part of the equation. It is one of the most important tools that forms the basis of all customer interactions.

The objective of Alkira revolved around enabling its clients to:

- Efficiently deploy their cloud services through its platform.
- Tackle issues such as errors, delays and bugs on their own.

In short, the customer journey from beginning to end was to be as seamless as possible.

However, one of the biggest issues with Alkira's technical guide was that it contained complex jargon. Understanding it proved to be no less than solving a demanding equation.



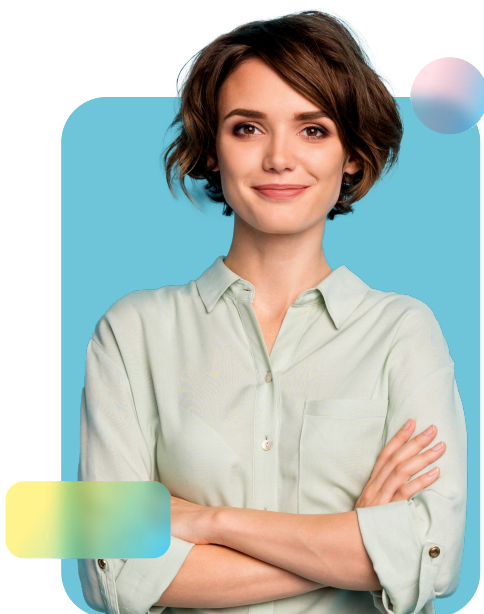
From Complex Mathematical Equation to an Easily Understandable User Guide

Making technical documentation easy to understand wasn't a simple task. It required a multi-step and multi-layered-approach, initiating with a thorough understanding of the customer journey. The first part of it included an understanding of the customer journey.

By creating tailored technical documentation and utilizing walkthroughs, visual aids, and maintenance, Xgrid simplified the deployment of Alkira's cloud services.

The results speak for themselves:

- Improved customer satisfaction with Alkira's solutions.
- Increased productivity by freeing up resources to focus on product development and innovation.
- Better resource allocation, leading to reduced costs.
- Improved collaboration between Alkira and Xgrid for a streamlined and effective documentation process.
- Positive feedback from customers on the improved clarity, accessibility, and usefulness of the technical documentation.

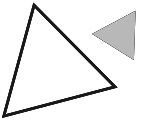


25% reduction in customer queries.

16% increase in customer satisfaction.

Reduced time spent on document reviews.

Reduction in total cost of ownership by 10%.



Tools from Our Arsenal



Jenkins



git



Visual Studio Code

The Dynamic, Multi-Layered Approach to Creating an Engaging Technical Documentation

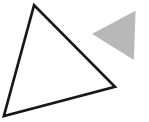
Through our collaborative approach, we created technical documentation that truly catered to the needs of Alkira's customers. This method proved highly effective in proactively addressing the cloud networking challenges faced by Alkira's clients, greatly improving their experience. The entire journey involved continuous improvement, and integration of vital feedback. The end result was worth all the effort.

1. Recurring Walkthroughs: Ensuring Up-to-Date and Effective Technical Documentation

To ensure that our documentation remained up-to-date and effective, we held recurring product walkthroughs and discussions with Alkira's experts. During these sessions, we received valuable feedback on accuracy, clarity, and ease of use, which helped us to meet and exceed industry standards.

2. Visual Aids Development: A Touch of Artistry to Technical Documentation

We also collaborated with Alkira to develop stunning visual aids, including diagrams and screenshots, that made complex technical concepts easy to comprehend. These visuals transformed the



documentation from a complex manual to a captivating user guide, All it took was the clever integration of visual play and graphics.

3. HTML Conversion: Making Technical Documentation Easily Accessible

To make our documentation easily accessible, we converted it to HTML, a widely used format for web-based content. This allowed Alkira's customers to access the documentation from anywhere and on any device, giving a new edge to connectivity.

4. Doc Repository Maintenance: Ensuring the Best Technical Documentation Available

Through it all, Xgrid managed Alkira's Git repository, ensuring that the documentation was always up-to-date and easily accessible. We listened to Alkira's users, addressing their feedback and issues with the utmost care and attention, ensuring that Alkira's cloud platform remained consistent and their clients happy.

About Xgrid

Xgrid specializes in providing top-notch technical writing services to Fortune 500 and Unicorn companies. We drive higher customer engagement and satisfaction rates through our comprehensive product documentation, custom-themed HTML or PDF documentation, impactful technical content, engaging online presence, and marketing collaterals.

Schedule an Assessment