LEADING CONSULTANTS

HIGH TECHNOLOGY

NEW ENGLAND

Fall
2002

- **Engineering**

- **Training**
  & Education

- **Creative**
  & Marketing

- **Web Design**
  & Development

- **Technical**
  Communications

- **Management**

LEADING
Consultants

Neil Perlin

Hyper/Word Services
101 Emily Rd., Tewksbury, MA 01876
Tel: (978) 657-5464   **Fax:** (978) 657-4837
Email: nperlin@concentric.net
Web: http://www.hyperword.com

Executive Summary	Complete support for the evaluation, planning, design, writing, training, and creation of online information and help on devices ranging from handhelds to desktop PCs.		
Core Competencies	Design, development of online help via RoboHelp and other popular tools.	Design, development of online material for hand-helds and web-enabled cell phones.	Planning and design of structured information for XML and single-sourcing.

Services
- Training for RoboHelp, mobile wireless, XML, and single-sourcing.
- Consulting on process definition, specification writing, format conversion, and modularization of information.
- Development of online help and documentation systems and prototypes.

Client Successes
- **LACERA**, Pasadena CA – System evaluation and initial development to begin company-wide single-sourcing effort.
- **Deltek**, Cambridge MA – System evaluation and definition for new project.
- **Kronos**, Chelmsford MA – Spec development for integrated WinHelp system and interface design for conversion to HTML-based help.
- **UnumProvident Life Insurance Co.**, Portland MA – Conversion of WinHelp to browser- and platform-independent HTML format under ForeHelp.

Biography

Neil Perlin has 23 years experience in technical communication, with 17 in training, consulting, and development for various types of online documentation and tools including WinHelp, HTML Help, CE Help, JavaHelp, RoboHelp, and some known only in legend. Neil writes about online documentation and speaks frequently before various professional groups. He also runs the Beyond the Bleeding Edge sub-stem at the annual conference of the Society for Technical Communication.