

Core Expertise

Read Pen Inc. recognizes that a documentation problem may have more than one solution.

Our talent pool is dynamic. If you need an expert for something outside our core expertise, contact us and let us know. We'll try to find one.

Read Pen specializes in user documentation in the following technical areas:

- Networking
- Internet and application security
- Microsoft .NET framework
- Client-server architectures
- MRP and ERP

Read Pen offers expert-level knowledge of the following tools and applications:

- Adobe FrameMaker and Acrobat
- Microsoft Office and FrontPage
- HTML
- Quadralay WebWorks Publisher
- Robohelp
- Entrust/PKI

"Read Pen provided us with prompt, professional, and very courteous service. Even over the weekend, we could exchange information and be ready for our proposal on Monday. I am very pleased and satisfied with this type of service, and will definitely use it in future. It is nice to have someone reliable when the company is facing a strict timeline. Recommended."



The name Read Pen was inspired by Tina Walsh's trip to China in 2001. An auspicious colour in China, red signifies good luck and success in business.

The Chinese character yue4 means to examine, inspect, review or read. The character used here was created by the calligrapher Tai Oi Yee, using semi-grass style.



***Just-in-time
technical writing and editing***

"The quick turnaround, sourcing of a skilled writer, and the flexible terms and conditions enabled us to expand our team virtually and ensure we got a complete product to market on time."

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Just-in-time documentation

You're upsizing... Your business is growing, but you can't quite justify a full-time writer on staff yet... and you really want to get your new product out the door.

Or downsizing? You've had to give up your full-time writer, perhaps even halfway through the project, but you really need some documentation to get your release out the door.

Read Pen Inc. recognizes that engineers and computer scientists do write user guides for the first release of their new product and may also write the initial content for their corporate web site, and that they might rather be doing other things... like fixing bugs or investigating requirements for new features.

The Just-in-time philosophy can reduce and eliminate waste by establishing or improving flow between processes, and linking work centers to balance or level the load. Reduction in waste leads to improvements in product quality, shortens lead times, and offers a competitive edge in any environment.

Read about Just-in-time documentation at www.readpen.ca/article.html



What we do

Read Pen Inc. offers the following core services:

- Requirements gathering
- Technical writing
- Technical editing
- Usability testing
- Courseware development
- Project management
- Team leading and general people management
- Developing custom templates in Adobe FrameMaker or Microsoft Word format

Our marketing/business writing services include:

- Technical proposals in response to RFPs
- Funding proposals
- Application sheets
- Brochures
- Press releases
- Prospectus
- Annual reports
- White papers
- Business plans
- Marketing plans
- Communication plans
- Advertising copy

We can also provide you with a confidential proofread or light edit of your research paper.

Read Pen is proud to be a member of OCRI and the Greater Ottawa Chamber of Commerce.

Read Pen Inc.

Read Pen Inc. offers versatile and creative documentation solutions that fit your unique business requirements. We measure quality by customer satisfaction.

Read Pen Inc. draws on a dynamic talent pool of experts in the technical communication field to meet your technical writing and editing needs.

Read Pen affiliates are accomplished problem solvers, nimble and responsive to your documentation needs.



Founder, Tina Walsh brings fifteen years experience to Read Pen in previous roles as Documentation Manager, Technical Writer, Structured Documentation and Process Automation Pioneer, Courseware Developer, Test and Integration Prime, Technical Trainer, and Applications Developer. She has successfully completed one APICS certification exam towards the CPIM designation.

Tina Walsh was elected to the ACM Sigdoc Board of Directors and served as Treasurer in 1997, and won an Award of Merit from the STC Eastern Ontario chapter for documentation design in 1995. Tina earned a B. Math and B.A. from the University of Waterloo.