



[Case Studies](#)

Customer Service

Client Profile: A large, established manufacturer of variously-branded tools.

Application: A set of operator and repair manuals is created for each model of every product they manufacture. The manuals are perpetually maintained and made available for consumers and industrial users. The manuals contain both text and diagrams.

Problem: Storing, managing, copying, and distributing copies from the very large number of manuals had become unmanageable.

Solution: MICROTEK scanned, indexed and converted the contents of the manuals to CDs. The digitized information is now hosted on the client's website server where they can be readily accessed by users worldwide.