



## Commercial and Industrial

- Throughout its history, GGS has integrated many key components into its development process from such highly respected and well-known quality assurance programs such as Lean Thinking and Six Sigma
- GGS is certified to the internationally recognized quality standards of ISO9001:2008, with all work routinely audited for process excellence and content quality. Regularly scheduled audits are conducted by BSI Management Systems, as well as by an internal team working as part of the firm's 'Passion For Excellence' quality assurance program
- GGS can provide on-site staffing solutions to meet your future or unplanned technical services needs – ranging from highly qualified technical writers and parts analysts to technical service representatives. This ability to place technically skilled resources on-site with a GGS working group team leader can give any OEM the ability to get high quality product documentation into the hands of its dealers and customers – faster than its competition!
- Our deliverables are adaptable to either hard-copy printed manuals or a variety of electronic formats, including on-line interactive manuals for service personnel that allow for self-testing and validation from remote locations



GGS Technical Publication Services, the world's largest privately-held technical information services company, is comprised of more than 300 team members strategically located at our seven office locations as well as on-site at numerous customer facilities throughout the world.

We provide a mix of on-shore, near-shore, and off-shore technical resources, as project demands or budgetary requirements dictate, in delivering unmatched 24/7/365 'turnkey' service.

Since its founding, GGS has provided unmatched service and delivery of print and electronic technical information from offices located in Pennsylvania, New York, North Carolina and Puerto Rico, as well as India (two locations), and China. All customer data is centrally located within a controlled-access data center located at the company's York, PA headquarters facility.

We work with local, regional and national manufacturers who develop and sell a broad range of products worldwide. Whether for specific products such as commercial heating and cooling equipment, or wide-ranging lines of industrial and consumer products, any OEM has the need for a modern parts database system, up-to-date maintenance and users manuals, comprehensive service training programs, or efficient e-commerce web sites for ordering and distribution.

At GGS, we can support a wide array of commercial and industrial products on a global scale, and the need that each equipment producer has to keep up with its competition as new equipment and new regulations come into the marketplace.

That need can be met with our extensive experience in Internet site hosting, as well as front-end development and content programming through our in-house staffs.

GGS can also add real value to your aftermarket service and parts operations if you require conversion assistance to deal

with older microfilm, aperture cards, or paper documents as part of your legacy materials.

Whether your technical documentation needs call for development of new subject matter or an update of existing material in SGML or XML formats – or in the event your product legacy information is extensive in size and scope - GGS can integrate any material seamlessly into your existing document system.

We will work within your standards for operators, service and parts catalogs and other materials, and we will do so within the parameters that work best for your organization's preferred method of handling your technical information.



GGS can offer dynamic powerful tools such as our OUTREACH® content management system, a true "Just-In-Time" parts information management system where publications can be fully customized based on product Serial Number. Parts data in the system can be updated and generated within just 24 hours, and OUTREACH® can also create a recommended spare parts list as well.

Fully Microsoft Windows® compliant, OUTREACH can run in either a networked or stand-alone configuration.

For more information on how GGS can add real value to your company's product line, visit us at [www.ggs-techpubs.com/commercial\\_main.htm](http://www.ggs-techpubs.com/commercial_main.htm).

