



Oak Hill CASE STUDY

CISCO SYSTEMS

WHEN THE CLIENT NEEDS IT YESTERDAY

The Client: Cisco Systems, Inc. is the worldwide leader in networking for the Internet. Cisco's Internet Protocol-based (IP) networking solutions are the foundation of the Internet and most corporate, education, and government networks around the world. Cisco provides the broadest line of solutions for transporting data, voice and video within buildings, across campuses, or around the world.

Speed was of the essence. Cisco Systems had several high-priority writing projects, requiring writers with specialized skills. Cisco needed writers that knew the company and could jump into the work without creating a flurry of missed deadlines due to learning curve issues.

"When management asked me how fast we could get writers on these projects, I immediately knew I'd call Oak Hill," said Deborah Vatani, a Cisco documentation manager. Vatani knew that Oak Hill was already working in many different divisions throughout Cisco, and had a large, experienced and senior pool of writers to draw upon.

Oak Hill galvanized a high-speed placement effort. Drawing upon its large database of qualified technical writers, Oak Hill helped Cisco in the interviewing and hiring process. Within two weeks, Oak Hill had six senior writers with the required skill set working at Cisco.

Rich Thayer, Cisco documentation manager, said, "Because of their experience and knowledge of technical documentation, Oak Hill was able to quickly understand our requirements and refer candidates that matched our needs. I did not lose time screening candidates who did not have the qualifications we needed."

Cisco documentation manager Vicki Payne related that Oak Hill's flexibility made things much easier. "They were willing to work with our budget," Payne said. "They were willing to accommodate candidates that we were interested in, and they took care of all the qualifying and paperwork for us. That helped to speed things up."

The Oak Hill writers set swiftly to work. Because they were knowledgeable about Cisco's products and process, they integrated well with Cisco's product teams.

Thayer commented, "The Oak Hill writers were able to come up to speed quickly and work independently. Our projects had extremely aggressive deadlines and some significant hurdles to overcome, and the writers stayed focused on the results and got the job done well. Our geographically dispersed teams enjoyed working with them."