



Oak Hill CASE STUDY

EXTREME NETWORKS

TAKING THINGS TO AN EXTREME

OAK HILL SUPPORTS A CLIENT'S EXPLOSIVE GROWTH

The Client: Extreme Networks is a leader in Ethernet broadband networking solutions. Extreme Networks delivers fast, cost-effective, operationally simple network products. Headquartered in Santa Clara, Calif., Extreme Networks markets its network switching solutions in more than 50 countries.

“Oak Hill is like a cupboard that I can open and take out what I need when I need it, and there’s always enough there.”

That’s how Rich Small, Technical Publications Manager for Extreme Networks, describes working with Oak Hill Corporation. Oak Hill started with Extreme Networks when the company was a start-up in 1996. At that time, there were no written specs and no documentation — and no one in the fledgling company had experience in technical documentation.

Relishing the challenge, Oak Hill plunged in and crafted a full tech docs program for Extreme. For a number of years, Oak Hill operated as Extreme’s de facto technical publications department.

When Extreme Networks made its successful IPO in 1999, it became clear that an internal technical documentation operation was required to keep pace with the company’s growth. That was when Rich Small joined Extreme to build the department.

Small hired two writers, but continued to use Oak Hill as an extension of his organization. Oak Hill helped to train new staff as they joined the tech pubs department.

“When I started here, our page count was around 700 pages. Today, it is more than 5,000. By using Oak Hill, I have been able to handle a production increase of over 600 percent without adding to my staff in more than three years,” said Small.

One of the aspects that Small enjoys most about working with Oak Hill is that when his needs change, Oak Hill has always been able to support him. “They have a variety of contractors. We like to keep the same contractors on a project, but when a project requires a different kind of experience, Oak Hill has always provided the right kind of people. They’re a part of my team.”