SMART Communications, Inc., New York City, is a developer of Artificial Intelligence (AI) software. The SMART AI software assists technical writers to write clear, concise, simple documentation.

What is Controlled English?
The SMART Controlled English program is derived from ASD-STE100 Simplified Technical English (STE). STE is mandatory for all aircraft maintenance documentation to reduce human error caused by misunderstood English.

The SMART Controlled English (CE) vocabulary extends STE with a 'core' English vocabulary of 1,200 words. The SMART linguists use Text Mining reports to identify and add unique product or service terminology. Most products or services are described in 5,000 to 8,500 terms, or 1% of the English language.

The key principle of Controlled English is ONE WORD - ONE MEANING. The simplified writing style, DITA format and controlled vocabulary make English instructions easier to read and understand in 150 countries.

Controlled English is ideal to write technical manuals for heavy machinery, software documentation, oil and gas, medical devices, maritime, pharmaceuticals, semiconductors, banking and insurance.

The MAXit Checker uses Artificial Intelligence for text analysis. The MAXit software has 16,000 Artificial Intelligence rules to assist the writers to create technical information in Controlled English.

The MAXit Checker includes a Text Quality Control function that creates a Six Sigma score. This function guides the writers to create the highest quality documentation for a global audience.

The Results ...
When the MAXit Checker monitors text for Controlled English, the texts are clear, concise, consistent, easy to understand and translate. The benefits include improved customer satisfaction and cost savings through avoidance of human error.

MAXit Checker is available for these tools:
- Adobe FrameMaker 9.0 to 2019 (Plain and XML)
- Microsoft Word 2010-2016, Office 365
- PTC Arbortext Editor 5.4 to 7.1
- JustSystems XMetaL Author (XML, DITA)
- SMART Application Program Interface (API)

Steps to Implement Controlled English
- SMART Text Miner software quickly discovers the terminology for a product or service.
- SMART linguists use the text mining reports to create these custom dictionaries: core, technical and synonym.
- SMART Lexicon Manager software maintains and manages the terminology in the custom dictionaries.
- SMART Trainers provide on-line or instructor-led writer training to teach writers the techniques to write in Controlled English.
- SMART MAXit Checker software guide the writers with suggestions and corrections to write in Controlled English.

The cost to implement a Controlled English program is less than a penny a word. Cost and time savings include:
- Faster operator and technician training.
- Reduced number of procedural and human errors.
- Improved safety and risk management systems.

Examples of Controlled English