

# The Technology Ecosystem: United by Knowledge | Away with Words

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## The Technology Ecosystem: United by Knowledge|Owl



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By Catherine Julianne Heath

KnowledgeOwl alum

The knowledge base ecosystem is a complex beast. It can be hard to navigate as a freelancer with a nifty box of tools, and I've made many mistakes.

But take hear.

There are many tools and tricks!

For example, take [Acquire](#). They have produced a handy knowledge base template for any folks tasked with technical writing.

[Acquire](#)

# acquire

Find out more: <https://acquire.io/template/knowledge-base-article-template> [It's free to download!]

Acquire is just one of many fantastic solutions in this sector of SaaS (Software as a Service).

If you don't know what SaaS is, just think of Facebook or X. That's SaaS!

It really is that simple. Unfortunately, all software requires documentation. That's where I come in. I love my job.

**I'm a professional contractor producing technical content for creative and ethical companies.**



*Visit my business website, [awaywithwords.co](http://awaywithwords.co), to learn more.*

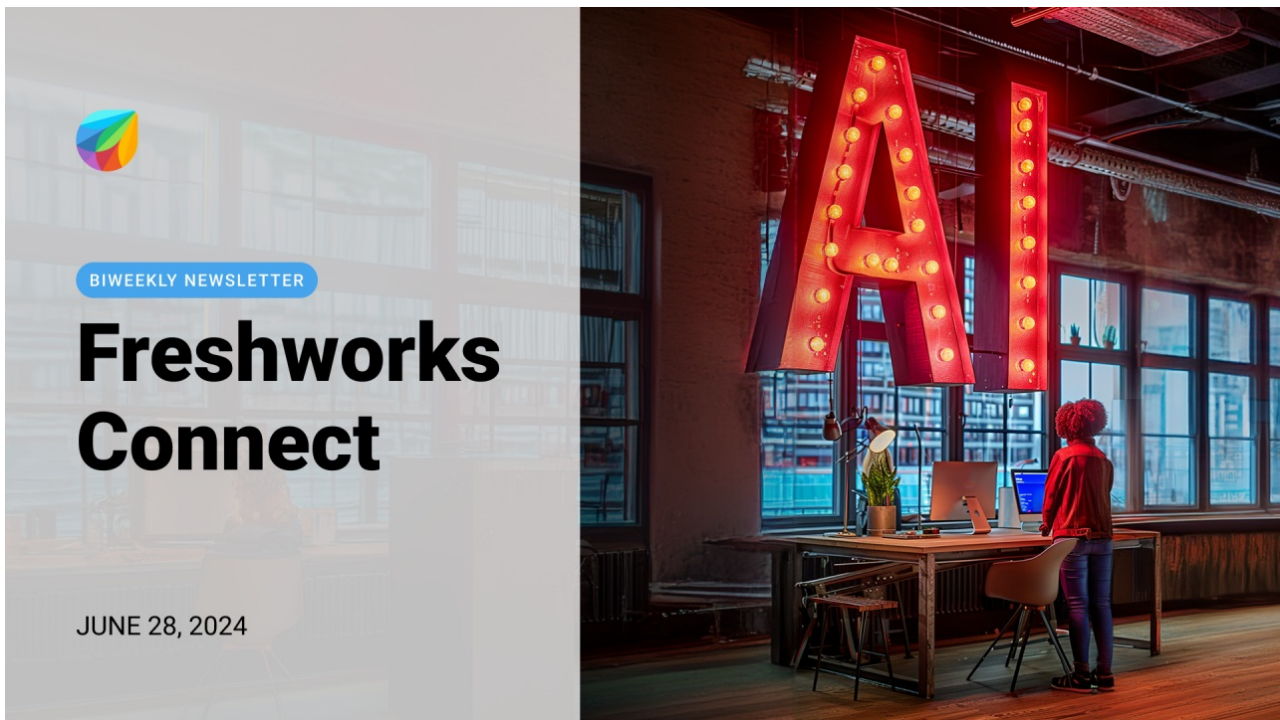
If you would like to work with me or one of my partners, we can talk. Just email [catherine@awaywithwords.co](mailto:catherine@awaywithwords.co).

## Working with Catherine

Let me tell you, any one can be a technical writer!

I should know.

Take another company, **Freshworks**. They sell a suite of software, including knowledge base capabilities and help center.



But back to KnowledgeOwl -- so close to my heart!

To me, they will always be the [original knowledge base](#). They gave me my first real break. I was allowed to build their blog using the tools I had learned from... Guess where?

The trail of documentation left behind by others.

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I was honoured to work with KnowledgeOwl in so many ways. I worked in the field of technical writing, producing various types of documentation.

That means writing or producing:

- Newsletters
- Online content (videos, listicles, podcasts, anything!)
- E-books

- Guides
- Online courses
- Community groups
- Presentations
- Hackathons

Literally anything can be documentation if it is recorded and informative. That's why I believe documentation should never be proprietary. **#OpenSource**

**Unfortunately, sometimes people try to be gatekeepers of knowledge. My aim is the opposite.**

We need to liberate documentation from it's chains! We are all #opensource.

And if I learned anything from my time working closely with [KnowledgeOwl](#), it's that we are all connected.

We help each other.

If we work in business, we pour our hearts and souls into customer service.

Long live **#WriteTheDocs!**

#FutureOfWork

*This post was written by: **Catherine Heath***

*Freelance technical content writer*

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