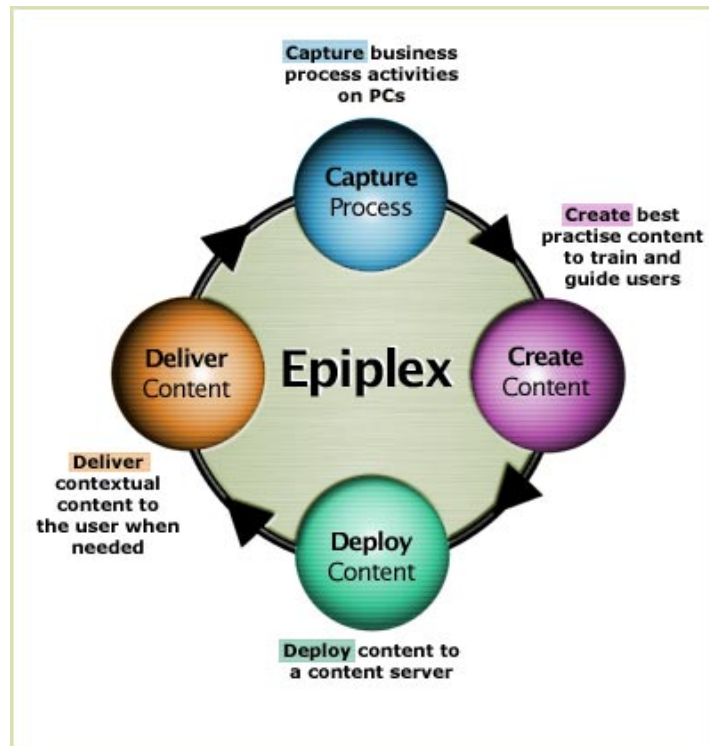




## Epiplex from Epiance, Inc.

EPSScentral employs the **Epiplex** advanced performance support software application to create and manage the content required to guide and enable users in the performance of business processes. This product is focused on the needs of organizations that must ensure human competency as a means to accomplish business performance, such as line-of-business units, human resources and training departments.



Epiplex is particularly suited for enterprises that

- Are looking for more effective support tools that enable workers to achieve peak performance
- Seek consistent, best practice operating processes across outsourced functions such as call centers or customer support operations.

**It starts with Capture:** Epiance automates the effort required to capture workers to create a detailed record of their practices. In minutes, content developers start capturing the actual onscreen activities and processes of top performers to rapidly build online content.

**Create and Manage Diverse Content from a Single Capture:** Epiplex uses the captured data to rapidly create **Process Documents** as well as **Simulations** that

include **Show Me, Guide Me, and Test Me** . All of these types of content can be created using the same capture data.

- Create multiple materials from a single capture
  - Reduce content development time
  - Increase the consistency of the content
- Create effective training content (**Show Me, Guide Me, Test Me, and Document**)
  - Improve application adoption by users
  - Reduce time-to-competency
- Collaboration and version control
  - Increase productivity of content development teams
  - Share content across dispersed teams

Two of the primary advantages of the Epiplex product are ease and speed. Epiance customers have reported decreasing content creation and maintenance costs by as much as 80%.

**Deploy content easily:** Epiance provides a repository for enterprise-wide deployment of e-learning content. Collaboration is enabled with version control and check-in/check-out capabilities. Your entire content development team (employees and contractors) organizes, creates, and deploys synchronized content, eliminating duplicate efforts and ensuring consistency..

Epiplex content is SCORM and AICC compliant, making it easy to deploy into Learning Management Systems. Epiplex can publish directly from the enterprise repository to its deployment server repository.

**Provide content to people when they need it:** Epiance content is delivered in two major ways: as in-context knowledge pushed to the user as needed, and as stored knowledge accessible for training and self-study.

- In-context knowledge (**Cue Cards** and other Just-in-time Content) is delivered as needed by the Epiance desktop agent. When the user needs help using an application to execute a process, they are only one click away from the right content to teach or reminds them of the right steps.
  - Speeds up the uptake of “best practices” and application changes
  - Improves worker productivity and time-to-competency
- Stored knowledge for training and self-study (typically Simulations of the process in the application environment, delivered as **Show Me, Guide Me and Test Me** content) is delivered through your learning management system. This content provides users with a high fidelity simulated environment for getting trained on processes.
  - Improves quality of training by using the Simulations that mimic the real applications and processes
  - Reduces the time-to-competency for the workers in the application

Epiplex increases user productivity and reduces the risk of introducing new applications. It also increases the productivity of the content development team that create and manage the business process training content.

**Epiplex Package**  
Content Authoring

**Features**

- Powerful capture technology enables you to create content by recording the actual onscreen activities of top performers
- Simulations walk the user step by step through the application-enabled process-showing, facilitating practice, providing testing and finally providing documentation
- Cue-cards provide focused instructions to users within the live application
- Versatile editing functions that enable quick and intuitive tailoring of training content
- Standard templates to create professional-quality content rapidly, plus the ability to develop templates to support your own set of content format and presentation standards
- Unrivaled ease-of-use that empowers novices to easily create compelling content
- Unmatched speed of content development, enabling complete simulation creation and deployment in days not weeks

Process Content  
Server

- Content Repository with version control and check-in/check-out features to support collaborative content development
- Multi-level access control, workflow and publishing features to support enterprise content deployment

Desktop Assistant

- Like having a process coach built right into every application, providing users with just in time content specifically related to the task at hand.
- Delivers Cue Cards, onscreen support for complex tasks and processes that guide the user through the application, encouraging and enforcing best practices.
- Provides content in context from enterprise knowledge such as support websites, legacy training content and documents

Professional Services make the transition to the use of Epiplex a simple and low-risk proposition for our customers. Our mantra: “**Start Simple, Get Value, Grow Value.**”

**Start Simple**

Start with a short engagement to train your content developers in using the Epiplex Content Authoring Tool. Your staff will learn to use the Capture and

Content Creation capabilities of the software to create content for your own applications and processes.

**Get Value**

Gain value from implementing the Epiplex Content Server to enable your entire content development team (employees and contractors) to organize, create, and deploy synchronized content, eliminating duplicate efforts and ensuring consistency. Provide a web-based process content repository for training and self-study.

**Grow Value**

Leverage the Epiplex process content management solution by delivering content to users as in-context; knowledge that is pushed to the user exactly when they need the instruction. In-context knowledge (Cue Cards and other Just-in-time Content) is delivered tby the Epiance Desktop Agent,which pops-up the right content to help the user to use the current applications to execute the task at hand., With this solution, you can speed up the uptake of “best practices” and improve worker productivity.

For further information on Epiplex, please contact EPSScentral:



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