RWD
uPerform™

Knowledge Shared. Potential Unleashed. Results Delivered.

RWD Technologies®

One person's performance can make the difference between success and failure —

between meaningful achievement and mediocrity.

Individual Performance. Team Success.

In a knowledge-based economy, your people are your greatest asset. In a technology-dependent business environment, enterprise software keeps your world turning. For today's business, the difference between market leader and second place comes down to employee performance.

How will your organization bring together the efficiency of your enterprise software and the potential of your workforce to ensure that you are maximizing your investment?

RWD uPerform™

RWD uPerform™ is a comprehensive performance support tool for the collaborative creation, storage and management of application simulations, procedural documentation, and eLearning courses. Through advanced collaboration features, central XML-based authoring capabilities, and a scalable architecture, RWD uPerform empowers employees to obtain and exchange the knowledge and materials critical to their job function.

RWD uPerform™

Key Features:

XML-based Content Creation, Management and Distribution

Record both a document and a simulation in one session

Provide multiple views of the single source content (both a document view and a simulation view)

Batch publish documents and simulations in a variety of formats

Create custom templates to enhance the look and feel of documents and simulations

Provide scalability to support projects with hundreds or thousands of documents

Manage a central repository for all of your organization's knowledge, business processes, and training materials

Check-in new content for storage, workflow and version control

Maintain and manage a central glossary of terms and definitions

User interface and customizable boilerplate text available in the following languages: Chinese (Simplified and Traditional), Czech, Danish, Dutch (Belgium), Dutch (Netherlands), English (US), English (UK), Finnish, French (Canada), French (France), German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish, Thai, Turkish

eLearning Course Creation

Create eLearning courses that incorporate conceptual information, assessment objects and pop-ups

Use stencils (eLearning templates) to ensure consistency of course content and layout

Import content from Microsoft PowerPoint into a course

Import a single, self-contained Flash file into a course

Print the eLearning course storyboard

Allow the course to be linked (via a unique URL) from a learning management system for assessment tracking purposes

On-the-job Performance Support

Access online context-sensitive help

Subscribe to an item, page, or discussion to receive notifications about content changes

Bookmark items, pages, or discussions as personal favorites

Create customized websites

Collaboration

Collaborate by participating in author-to-author, author-to-reviewer, author-to-end user, and end user-to-end user discussions

View feedback from other subject matter experts and users

Add, update, and delete annotations to provide online comments to content

Use a "tell others" feature to send information links to other users

Your Challenge:
Complex and Diverse Business Applications

You invest millions in applications that have the potential to transform your business. The possibility for increased efficiency, improved customer satisfaction and greater profitability is limitless. Your end users need ongoing performance support in order to use these applications effectively and adjust how they perform their jobs when business processes change.

RWD uPerform delivers a well-trained and equipped workforce that leverages application functionality throughout solution implementation and beyond. RWD uPerform provides:

- The ability to simultaneously create and edit a document and simulation using XML-based technology
- The ability to record standard enterprise solutions, Microsoft® Windows and web-based applications and publish content in multiple formats
- eLearning course creation and delivery

Your Challenge:
Business Process Consistency

Your organization has internal requirements to complete the same processes in the same way around the globe. To achieve business process consistency, each employee must access the same materials, training, and support regardless of location, division, or job function.

RWD uPerform delivers central support for process execution, including the ability to:

- Store all your organization's knowledge, business processes and training materials
- Organize materials by job, location, division, author or other category
- Simultaneously create training and performance support materials and simulations
- Control the authoring process by managing template design, editing, and document location
- Manage large-scale documentation projects
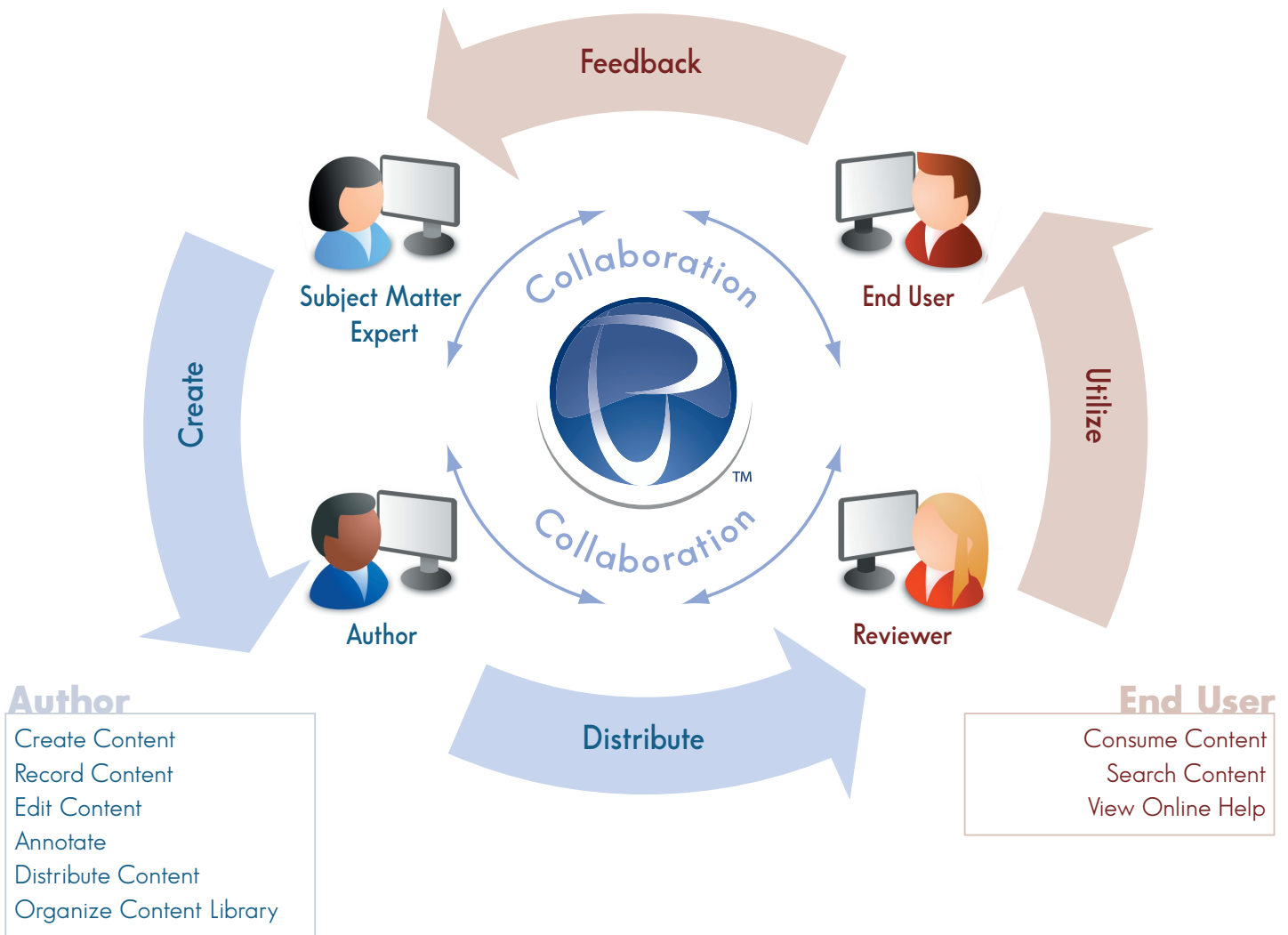
Your Challenge:
A Rapidly Changing Workforce

Your workforce changes almost daily — with new people, new ideas, and new opportunities. To orient employees, train mobile and geographically dispersed workers, and ensure knowledge exchange among generations, cultures, and locations, you need a solution that offers performance support and collaboration.

RWD uPerform delivers seamless knowledge sharing through:

- Collaboration capabilities including annotations, discussions, and subscriptions
- Managed workflow
- Support for multiple languages
- Personalized performance support
- Notification of content updates/changes
- eLearning course creation and delivery

RWD uPerform™

Feedback

Subject Matter Expert

Collaboration

End User

Create

Utilize

Collaboration

Author

Reviewer

Distribute

Author

Create Content
Record Content
Edit Content
Annotate
Distribute Content
Organize Content Library

End User

Consume Content
Search Content
View Online Help

Like your business, your challenges are unique, which is why RWD uPerform can be configured to meet your individual needs. RWD recognizes that business transformations do not stop after implementation and that success is driven by providing solutions that enable end users to do their jobs better.

For more information, visit **www.rwduperform.com** or email **info@rwd.com.**

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We bring people
and technology
together®