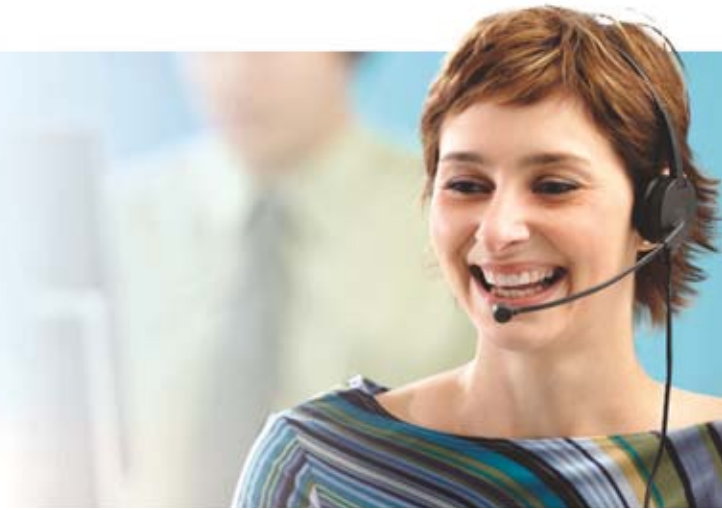


SupportPoint

Better *performance* through superior online *support*



The challenge

Today's companies are constantly changing and growing to remain competitive. Acquisitions, new regulations, CRM or ERP implementations and new processes and procedures can all be disruptive, costing thousands of hours in lost productivity. To reduce this cost, change management teams are set up to realign and retrain the organization. However, while a great deal of thought and effort is placed on the initial training stage, less thought is given to ongoing support.

Unfortunately most employees remember only a portion of what they learned during training. As a result they later waste time looking for help on the intranet, calling the help desk or disrupting fellow workers to get the information they need. Or worse yet, they make costly mistakes because they don't know what to do, thereby destroying the expected ROI for the change initiative.

Existing support tools have proven ineffective. Online help seldom contains business specific information. Simulation tools are good for training, but employees just don't have the time to scroll through a series of screen shots or run an online demo if all they need is the specific snippet of information they need to get on with their job. And knowledge bases are often disorganized, static and out of date. To makes matters worse, content developers seldom know if their material is helpful or being accessed - making it difficult to improve the material.

So how do you ensure fast, effective change within the organization and clear, relevant and concise support exactly when needed?

Introducing...

SupportPoint, better performance through superior online support.

SupportPoint is a revolutionary new system that provides fast access to the information employees need to do their jobs, exactly when they need it- when they are back at their desk trying to implement the new training.

It provides support that's so clear, personalized and up to date that employees actually prefer it to live support (and it is much less expensive). And best of all it's enterprise-grade, with the features and scalability that make it easy to interactively support all employees, no matter how large or diverse the organization.

SupportPoint is the world leader in a new category called Performance Support.



Why do employees love SupportPoint?

Employees come to rely on SupportPoint because it provides:

Fast access to the information employees need, when they need it. SupportPoint delivers support information on the job, context-sensitive with the application being used when help is called for. SupportPoint presents this information in a highly structured format that's tailored for reading online. Combined with SupportPoint's sophisticated search capabilities, it's a highly efficient system that helps employees find the answers they need... and quickly get back to work.

Information that's clear and relevant. SupportPoint is context sensitive with almost any application, including those from IBM, SAP, Siebel, Peoplesoft and hundreds more. In addition, it includes automatic role filtering - so employees only see information that is directly relevant to their job.

Personalized for every user. SupportPoint allows users to select the language they want to see their documents in. And with a user-customizable interface, automatic notification of selected document changes and the ability to attach personal notes to any online document, employees quickly come to call SupportPoint their own.

Always up to date information. SupportPoint makes it so simple to create and update online support information that subject matter experts can easily keep the documents they are responsible for up to date. Unlike Computer-Based-Training courses that are difficult to create and time consuming to update because of their rich media content, SupportPoint's text-based support makes maintaining content a breeze. And with SupportPoint's built in user feedback and the ability for authors to view user notes attached to their documents, content owners are always immediately aware if their content has a problem or becomes out of date.

SupportPoint, an enterprise-grade solution

A performance support system will only generate real benefits to the extent that it delivers a fast, relevant and personalized support experience for every user. SupportPoint delivers these benefits to even the largest and most diverse organizations by offering:

Powerful content management. SupportPoint provides all the functionality of a professional content management

system including centralized content storage, authoring workflows, revision histories and multiple output formats. But with SupportPoint's focus on supporting employee performance you can be sure you're not going to end up with another sprawling intranet that's a quagmire for employees looking for fast access to support information.

Advanced versioning. SupportPoint provides a practical way to localize content and update it for subsequent changes in source documentation. This feature is essential in distributed organizations such as multinationals where operating practices often vary from location to location.

Content translation. SupportPoint's built-in translation tools can slash content translation time by up to 50 percent. And with support for all languages, including those requiring double-byte characters, SupportPoint provides powerful international capabilities.

Scalability and security. With an optimized communication protocol and smart local caching, SupportPoint can deliver content to thousands of employees globally without burdening network resources - a claim few online learning systems can make. And with security features like role-based access control, LDAP authentication and data encryption, it meets the most stringent corporate data security standards.

Training courses and assessment tools built right in. SupportPoint can embed learning objects such as simulations or CBT into any online document. Alternatively, SupportPoint can provide users with their own learning pathway, allowing them to undertake a curriculum of online training courses specifically relevant to their role. And with SupportPoint's built in assessment tools to test and report learner comprehension, learning and online support can become one seamless experience for the user.

Why do companies love SupportPoint?

Employees can only work the right way if they know what it is they should be doing. With SupportPoint they always have one place to go if they're not sure. The result for business is:

- Improved employee productivity
- Decreased total training and support costs
- Reduced cost and risk of major systems roll-outs
- Tasks performed correctly more often
- A practical way to present and capture knowledge across every part of the organization

How does SupportPoint compare to learning and knowledge management systems?

Learning systems like LMS, LCMS and simulation-based training have become an important part of the employee development mix. But as with any training program there's always a limit on the learner's time and their retention levels. That's why training is best directed at imparting the information that employees need to memorize or at least become familiar with.

Unlike learning systems, SupportPoint gives employees just what they need to know to perform their job. Employees seldom need to memorize everything, they just have to know where to access answers quickly if they have a question - SupportPoint is 100% optimized to handle this task.

Knowledge management systems such as Enterprise CMS, intranets and document management systems are great for sharing free-form information such as project documentation, contracts or online discussions. However, unlike an effective performance support system, they are less able to bring employees directly to a precise answer-when that is all they are looking for.

With SupportPoint, increasing employee performance is the primary objective; learning is a valuable by-product.

SupportPoint makes it possible

- How much more confident and capable would your employees be if each had their own personal expert on hand to guide them?
- How much better would training be if it focused only on the most important elements of the job rather than drilling in all the details?
- How much would productivity improve with employees not wasting their time and that of their co-workers looking for information?
- How much would quality improve if everyone has fast access to the information they need to do the job right.

SupportPoint makes it possible!

The minimum workstation and server requirements for SupportPoint are:

Workstation / Server Operating System

SupportPoint Viewer	PIII 300MHz CPU 128MB RAM	Windows 98/NT/2000/XP and Citrix thin client
SupportPoint Aurthor	PIII 600MHz CPU 256MB RAM	Windows 98/NT/2000/XP and Citrix thin client
SupportPoint Application Server	Varies with number of users	Red Hat Linux Windows 2003 Server Solaris, HP/UX or SupportPoint MRAC

Learn more

Find out why some of the world's largest multinational organizations, like HP, Caterpillar and others have implemented SupportPoint to dramatically improve the performance of their employees. Call us or visit our website to find out more or to schedule a free, no obligation demonstration.

We know you'll be pleased.



Components

SupportPoint comprises three primary components - an application server, an authoring environment and a viewer.

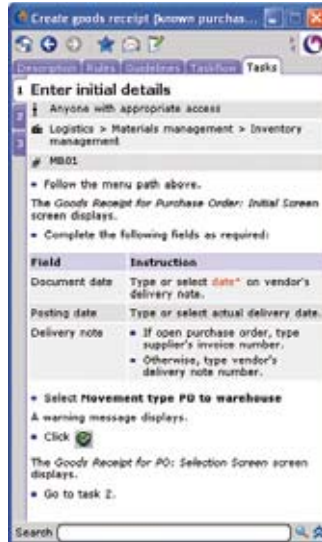
Application Server

Includes an embedded database that stores and distributes performance support content.

Author

Viewer

Browser



A comprehensive and easy-to-use authoring, user management and content management system.

A context and role-sensitive, fully-searchable and easy to navigate user interface.

A standard browser can also be used for viewing SupportPoint content.



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