



Product Overview



CONTENTS

Introduction	3
A Solution to the Performance Problem.....	3
How RWD uPerform Empowers Your Workforce and Your Business	4
The RWD Story: Proven Dependability, Continuing Innovation.....	4
Completing the Excellence Lifecycle	6
Product Functions in Detail	11
Content Creation.....	11
Content Distribution	12
End User Experience	12
Architecture	13
Support.....	13



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INTRODUCTION

Organizations in today's knowledge-based economy and global business environment are faced with several challenges as they look to maximize workforce performance. These challenges include increasingly complex and diverse enterprise applications; a diverse and fluid workforce; and the effect of over 70 million baby boomers facing retirement in the next decade, many of whom will walk out the door with decades of accrued organizational knowledge and experience that has not been captured.

Responding to these challenges in the near-term is a competitive imperative and requires not only immediate action, but also the process of laying the foundation to enable ongoing growth.

To address these challenges, organizations are becoming increasingly aware that how you create, organize, and deliver your unstructured intellectual capital (for example, documents, spreadsheets, presentations) is key. Enhanced management of your corporate knowledge assets is directly related to your ability to maximize performance and drive business success.

A SOLUTION TO THE PERFORMANCE PROBLEM

The mission of RWD uPerform® Express is simple: maximize workforce performance and, consequently, your organization's bottom line.

RWD uPerform Express addresses the use of complex technical applications, the challenges of enabling a diverse workforce, and the loss of accrued organizational knowledge by providing the tools to capture and retrieve knowledge.

What are some of the results organizations can expect to see from using RWD uPerform Express to manage the knowledge lifecycle?

- A smarter, more efficient, and more productive workforce
- A tool that values your people and respects their time by automating mundane tasks
- A system that prepares your organization for continued change by capturing your current knowledge and enabling you to easily incorporate ongoing changes and deliver updated content

HOW RWD UPERFORM EXPRESS EMPOWERS YOUR WORKFORCE AND YOUR BUSINESS

Empowering Your Authors

RWD uPerform Express automates the process of creating the performance support materials your users need to do their jobs effectively. For online help and training procedures, authors simply record the desired application(s) and push that information to the web for rapid dissemination. To produce conceptual information and assessment tests, authors use the embedded eLearning editor to create eLearning courses. Published procedures and courses can be automatically organized according to role, process, business area, or other designation.

Empowering Your End Users

Your end users need task-level information that is accurate, relevant, and just-in-time. Moreover, they need quick access to the entire knowledge store that contains all the necessary information for success in their roles. RWD uPerform Express not only provides online, context-sensitive help, but also gives users a complete electronic performance support system (EPSS) to access procedures and courses.

Empowering Your Business

Authors who spend less time performing mundane tasks will have more time to create and deliver content to your users. Users who find the right information during task execution will complete tasks more quickly. Both segments of your workforce will contribute more to your bottom line.

THE RWD STORY: PROVEN DEPENDABILITY, CONTINUING INNOVATION

For 20 years, RWD has been a partner to numerous organizations in the effort to improve workforce performance. We have helped customers around the globe, in multiple industries, maximize their employees' performance.

RWD brings to our customers' table expertise in the fields of documentation and training development, learning management, change management, eLearning, and instructional design. This expertise not only enables our consulting practice, but also forms the foundation of our

product toolset. Our industry-leading application, RWD Info Pak®, was the thought leader in documentation acceleration and is used by more than 1,900 customers. Since the release of Info Pak more than eight years ago, RWD has amassed a record of continuing product enhancements and robust customer support.

COMPLETING THE EXCELLENCE LIFECYCLE

For a diverse workforce that needs to acquire and share knowledge to perform optimally, RWD uPerform® Express expedites content creation and the delivery of performance support to your users.

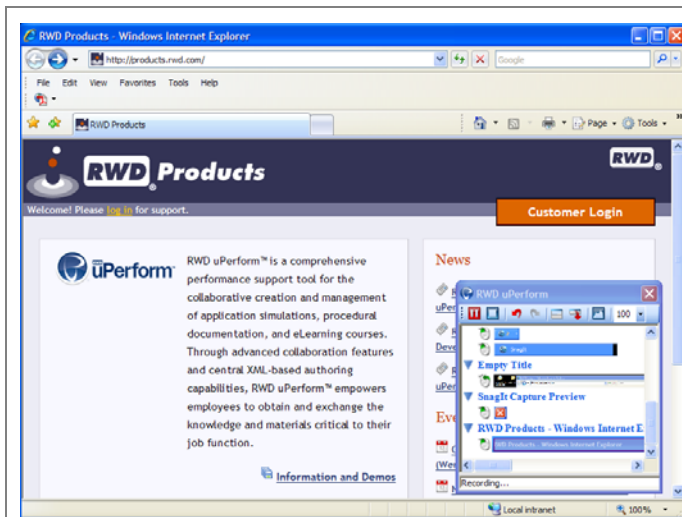
What can RWD uPerform Express do for your organization? Let's think about your workforce and the main phases of the knowledge creation and delivery processes. You have authors, administrators, and users who are involved in the following major phases:

1. Create
2. Publish
3. Share

For each of these phases, RWD uPerform Express provides specific functionality and features.

CREATE

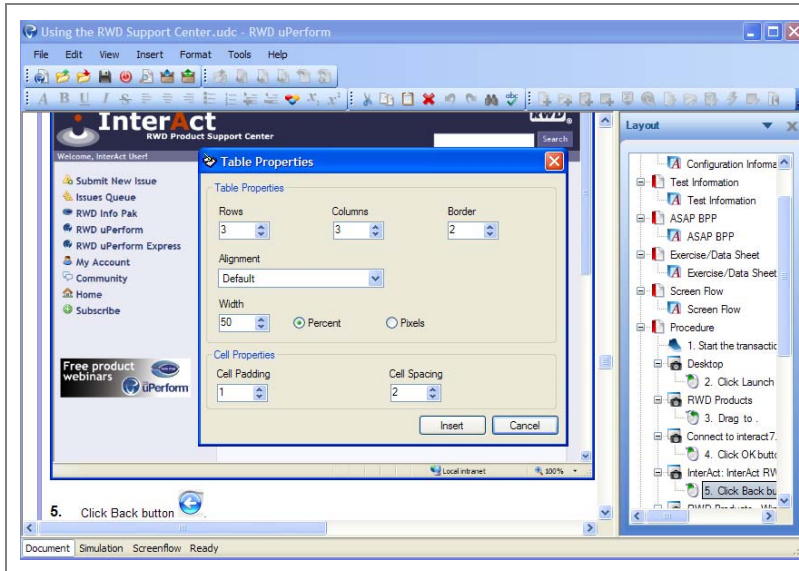
From the RWD uPerform Express interface, the author begins a recording session to capture his actions in a Microsoft Windows application (for example, SAP, Oracle, web browsers, or other Windows applications). The recorder “watches” the author’s actions as he clicks on buttons or enters data in fields. During recording, a real-time preview of the recorded actions is displayed.



Record web-based and Microsoft Windows® applications and enterprise applications.

Capture menu selections, data entry, and mouse clicks.

After the initial recording session is completed, RWD uPerform Express provides the author with a complete editing environment to edit the content as either a “simulation” or as a “document.” The authoring team can modify the standard delivered template to control format and layout of content, or they can create new custom templates to incorporate specific business needs. Editing options include inserting, copying, and pasting steps, screens, and notes. Edits made to one view are automatically applied to the other view as appropriate.

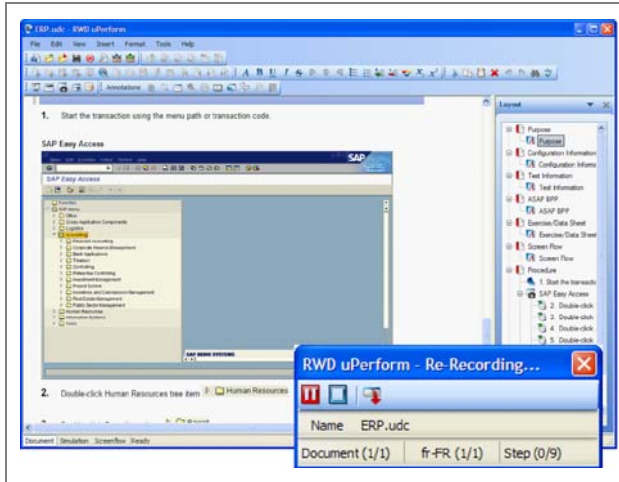


Take advantage of robust editing functionality to insert and edit steps, notes, tables, and tooltips.

Create your own templates to customize content.

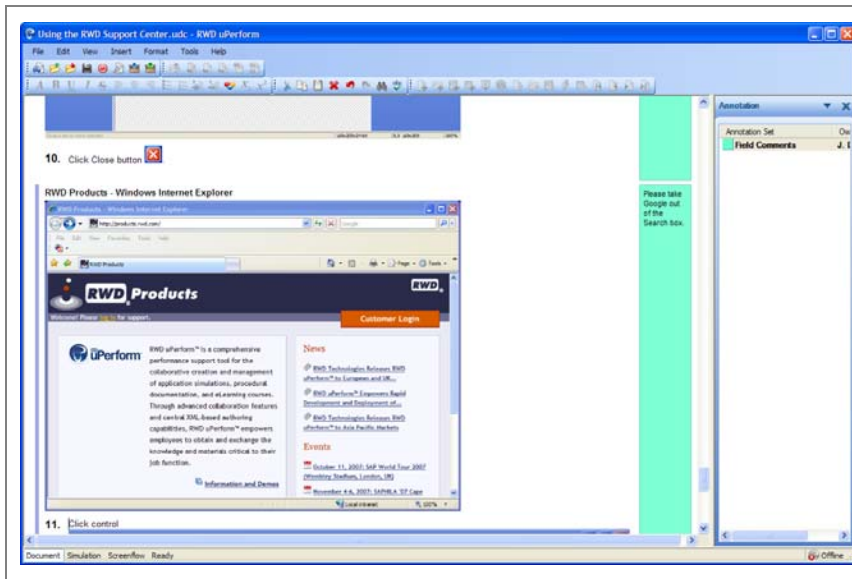
In addition to the document and simulation views, the author can also display a graphical flow diagram. The diagram shows the procedural flow of the current document. As the author modifies the steps and screens in the document or simulation view, the flow diagram automatically updates to reflect the current procedural flow.

After editing is complete, the author can use Re-Record functionality to create multiple translations of original content recorded in a supported SAP environment. The author can export .xlf and .xml files, make any necessary modifications to language-specific content, import the edited files, and then re-record the document. Re-record automatically repeats the steps made during an initial recording.



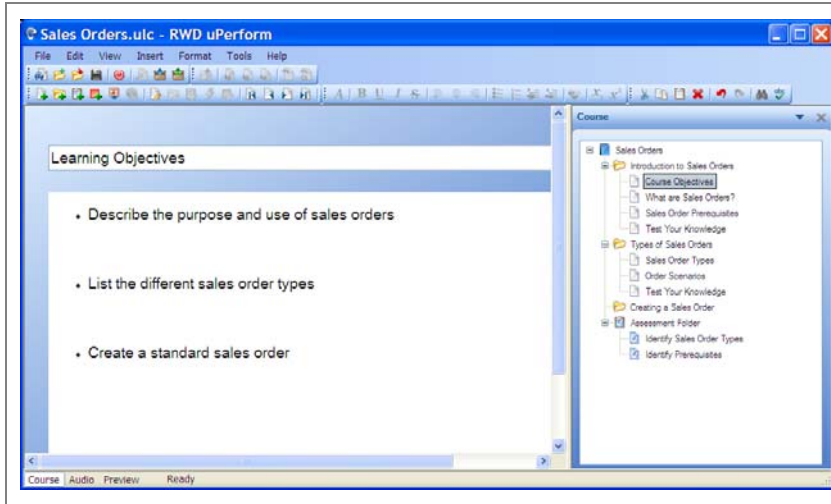
Use Re-Record functionality to automatically create multiple translated documents from an original source.

As part of the creation process, reviewers can add comments for the author. Comments are displayed as colored annotations adjacent to the content and are not visible to the users.



Create annotation sets to capture reviewer comments.

Authors can rapidly create and deliver eLearning courses that include conceptual information, graphics, audio, pop-ups, and self-check and assessment tests. Augmenting RWD uPerform Express procedures with eLearning content allows authors to provide a rich and comprehensive learning experience to end users.

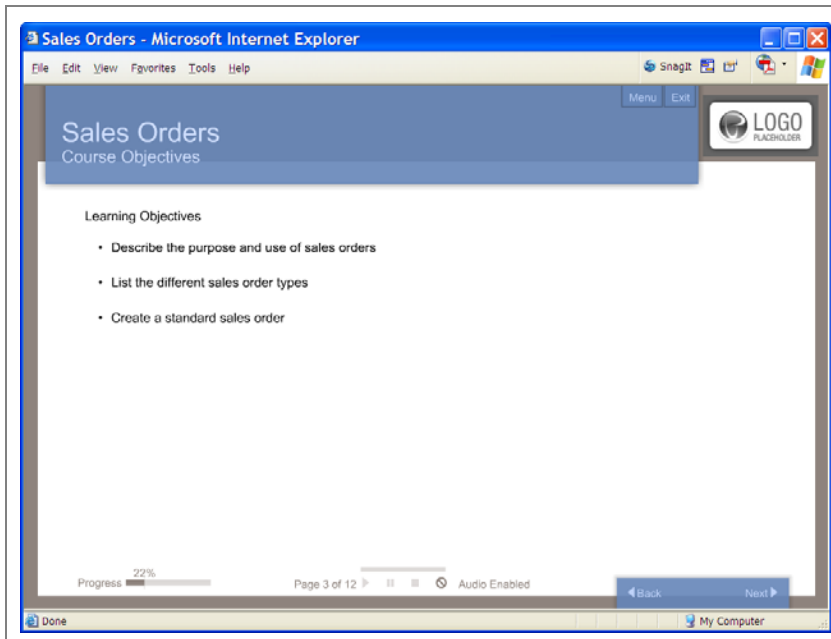


Incorporate conceptual information, graphics, audio, and tests into rich eLearning content.

RWD uPerform Express also provides functionality to manage glossary terms and definitions across the project and to automatically push out new definitions into existing documents.

PUBLISH

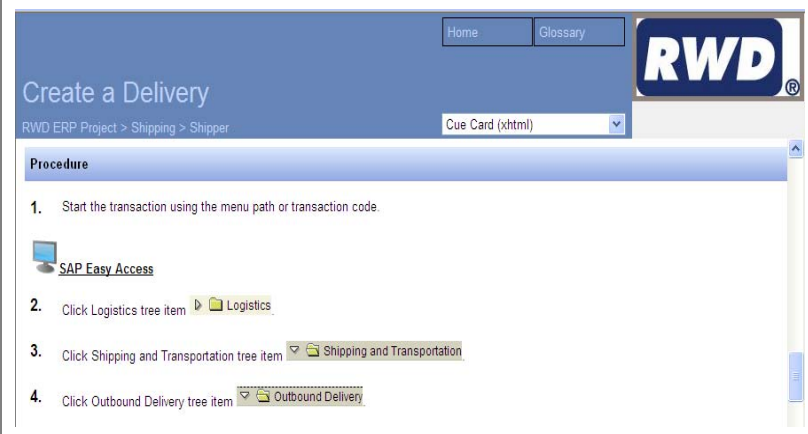
One of the final steps in performance support is the task of publishing content to users. The author can publish content to a variety of types and formats to preview and quality check the final display of materials. Authors can select from types such as work instruction, cue card, simulation, or course and formats such as PDF, HTML, Word, PowerPoint, or Flash.



Publish eLearning, document, and simulation content to support self-paced and classroom training and an online help system.

SHARE

RWD uPerform Express can be used to easily create an electronic performance support website that is organized based on the hierarchy you have specified. This website provides access to documents, simulations, eLearning courses, and other content.



The screenshot displays a web browser window with a blue header. On the right side of the header, there are 'Home' and 'Glossary' buttons, and the 'RWD' logo. Below the header, the page title is 'Create a Delivery'. A breadcrumb trail shows 'RWD ERP Project > Shipping > Shipper'. A dropdown menu is set to 'Cue Card (xhtml)'. The main content area is titled 'Procedure' and contains a numbered list of steps: 1. Start the transaction using the menu path or transaction code. 2. Click Logistics tree item (with a 'Logistics' folder icon). 3. Click Shipping and Transportation tree item (with a 'Shipping and Transportation' folder icon). 4. Click Outbound Delivery tree item (with an 'Outbound Delivery' folder icon). To the right of the screenshot, there is a text box containing the italicized text: 'Provide performance support to your users from a standard web browser.'

The most direct and effective help link possible is one from a particular application task to the relevant help document. Using RWD Help Launchpad or RWD OmniHelp in conjunction with RWD uPerform Express, end users can receive context-sensitive help from SAP or from other Microsoft Windows- and web-based applications. The help displayed directly correlates to the task that the user is attempting to perform within the application. The help content is displayed in a stay-on-top mode to allow end users to refer to their procedural help and work in their application screens simultaneously.

PRODUCT FUNCTIONS IN DETAIL

CONTENT CREATION

<p>Recording Documents and Simulations</p>	<p>Record both a document and a simulation in one session.</p> <p>Record standard Microsoft Windows and Internet Explorer-based applications.</p> <p>Record the SAP GUI (HTML and Windows) and the SAP Enterprise Portal.</p> <p>Record the Oracle GUI.</p> <p>Record the PeopleSoft GUI.</p> <p>Capture actions across a series of applications or in a selected target application.</p> <p>Undo and redo actions while recording.</p> <p>Preview the sequence of recorded actions while recording.</p> <p>Automatically create multiple translated documents from an original SAP-recorded document.</p>
<p>Creating eLearning Courses</p>	<p>Create eLearning courses that incorporate conceptual information, assessment objects, MP3 audio, and pop-ups.</p> <p>Use stencils to ensure consistent content and layout.</p> <p>Select assessment questions from a pool of questions, and provide correct/incorrect feedback for each assessment question.</p> <p>Import Microsoft PowerPoint content into a course.</p> <p>Import a single, self-contained Flash file (.swf) into a course page.</p> <p>Print the eLearning course storyboard.</p>
<p>Editing</p>	<p>Insert consistently-formatted steps, notes, and tables.</p> <p>Use annotations to provide inline comments.</p> <p>Customize templates to ensure consistency and maintain standards.</p> <p>Drag-and-drop pages and folders to rearrange course content.</p> <p>Modify the look-and-feel of standard sections and/or create new custom document layouts.</p> <p>Provide spell-checking capability.</p> <p>Automatically create a screenflow of the entire procedure in the document.</p>
<p>Term and Definition Management</p>	<p>Maintain a glossary of terms and definitions (one definition per term).</p> <p>Create synonym(s) for a term.</p> <p>Distribute definitions throughout documents.</p> <p>Search for a glossary term.</p> <p>Publish and integrate the glossary into the end user website.</p> <p>Store the glossary on a network location to enable access by authors and administrators.</p>

CONTENT DISTRIBUTION

<p>Publishing</p>	<p>Publish to multiple output types (Exercise, Cue Card, Work Instruction, Quick Reference, Simulation, eLearning course).</p> <p>Create custom publish types.</p> <p>Publish to multiple formats (PDF, HTML, Flash).</p> <p>Publish simulations in four output modes — Auto Playback, Standard, Self Test, and Assessment.</p> <p>Select from various “skins” and formats to customize the published eLearning course.</p> <p>Batch publish multiple output types and formats in unattended mode.</p> <p>"Express publish" only updated content.</p> <p>Incorporate simulations and eLearning courses into a learning management system (LMS).</p>
<p>Website Development and Display</p>	<p>Automatically organize the website based upon properties of the document, simulation, or eLearning course.</p> <p>Organize the website by functional area, business process, job role, or other categorization.</p> <p>Incorporate links to non-uPerform Express documents and websites.</p> <p>Customize the website display via industry-standard XML and XSL technologies.</p> <p>Link content to multiple navigation points within the website.</p> <p>Display the route from the homepage to the current page.</p> <p>Store the website on a network location to enable access by end users.</p>

END USER EXPERIENCE

<p>Online Help (via Help Launchpad for SAP)</p>	<p>Launch any type or format of content to provide transaction-sensitive help for individual SAP transactions or screens.</p> <p>Enable content to ‘stay-on-top’ of all desktop applications.</p> <p>Allow display of multiple items for one transaction or one item for multiple transactions.</p> <p>Deliver content for specific logon, language, company code, business area, SAP application client, SAP instance.</p> <p>Send training-related alert messages to end users based upon transaction.</p> <p>Generate text and graphical statistics reports on end user help usage.</p> <p>Collect statistics information anonymously or with user id.</p> <p>Incorporate backup help servers, load balancing, and lock out mechanisms.</p>
<p>Online Help (via OmniHelp for Oracle)</p>	<p>Launch any type or format of content to provide context-sensitive help for Oracle or Microsoft Windows-based applications.</p>

and Microsoft Windows- and web-based applications)	<p>Enable content to ‘stay-on-top’ of all desktop applications.</p> <p>Send training-related alert messages to end users based upon their location in the application.</p> <p>Create online “sticky notes” (with information associated with specific screens) to provide personalized help information when needed.</p>
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ARCHITECTURE

Technical Specifications	<p>Compatible with Microsoft Windows XP and Microsoft Windows Vista Business in the authoring environment. (Viewing of content by end users is supported in both Windows XP and Windows Vista.)</p> <p>Record standard Microsoft® Windows- and web-based applications; the SAP GUI (HTML and Windows), as well as SAP Enterprise Portal 6.0 and 7.0; Oracle 11i and 12 E-Business Suite; and PeopleSoft 8.8 SP1 GUI.</p> <p>Leverage XML formatting and capabilities for content structure.</p> <p>Conform to SCORM 1.2 or SCORM 2004 for simulation packaging and eLearning content.</p> <p>Display content using the Firefox 1.5 and 2.0 and Internet Explorer 6.0 and 7.0 web browsers.</p>
Language Support	<p>User interface and customizable boilerplate text available in the following languages: Catalan, Chinese (Traditional and Simplified), 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.</p>
User Interface	<p>Access all the tools needed to create and publish content from one application.</p>

SUPPORT

Product Support Desk	<p>Help desk support available in North and South America, Europe, Australia, and Japan.</p>
Support Website	<p>Support website in English with news and technical information, FAQs, and user manuals.</p>
Documentation	<p>Complete user manuals and online help available in US English, French, and German.</p>
Training	<p>Professional training, conducted by experienced content developers, available.</p>
User Group	<p>Active user group community available via online discussion forums and yearly conference event.</p>
Professional Services	<p>Additional professional services available (based on RWD’s experience with over 500 ERP implementations).</p>



For more information on RWD uPerform® Express and other RWD products, contact info@rwd.com.

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