



A REVOLUTION IN DOCUMENTATION SOLUTIONS



## CONSUMER/INDUSTRIAL SOLUTIONS

REVOLUTIONIZING DOCUMENTATION >>> POWERING PRODUCT SUPPORT

Today, more than ever, businesses rely on highly specialized equipment and machinery to deliver critical services. Never before has fast, reliable support of that equipment and machinery been more important. Over the years, we've expanded and developed our technical writing, technical illustrating, parts cataloging, information engineering, and our processes. We develop, deliver, integrate, and analyze product support information to power your product support process.

With over 60 years of innovation to guide us, no other organization can rival O'Neil in the design and customization of product support solutions for manufacturers. With an expansive breadth of services and unparalleled experience, O'Neil supports a broad spectrum of products - from kitchen appliances to construction equipment and from buses to forklifts.

#### TECHNICAL WRITING

O'Neil's technical writing service offers you the proven ability to turn complex subjects into easily understood instructions for users with varied skill levels and educational backgrounds. Whatever your needs, O'Neil develops accurate, detailed, and thoroughly researched information to support your products on time and cost-effectively.

Our staff of more than 100 technical writers comprises seasoned communicators who are constantly exposed to the most advanced mechanical, electromechanical, hydraulic, and electronic systems and computer software in existence. They take a hands-on approach to your products, understanding them inside and out, and convey that understanding in clear terms to your clients. We can quickly adapt to the customer's content and format specifications. We specialize in developing documentation for products and equipment such as trucks, diesel engines, transmissions, construction and heavy equipment, engine generator sets, power distribution systems, heavy machinery, material handling, consumer appliances, etc., typically for, but not limited to, the following types of product manuals:

- Operator's/Owner's/Operation manuals
- Installation instructions
- Troubleshooting guides/manuals
- Diagnostic guides/manuals
- A variety of maintenance/service manuals
- Teardown and Repair manuals
- Parts manuals
- System schematic manuals
- Maintenance requirement cards
- Service/technical bulletins
- Software documentation
- Training manuals
- Instructor guides/manuals
- Student guides/manuals



## TECHNICAL ILLUSTRATION

Our award-winning illustrators produce all types of technical illustrations, including animations used in training and e-learning, interactive animated schematics, and intelligent illustration graphics that carry parts identification metadata from engineering files through the illustration into parts lists. O'Neil technical illustrators have the hands-on experience to understand difficult engineering data and the components they illustrate. Our illustrators routinely develop and utilize the following to support our clients requirements:

- Isometric exploded-view illustrations
- Utilization of solid model engineering data, such as Unigraphics, Pro/E, Catia, SolidWorks, etc.
- Animation and simulation
- Photo tracings for maintenance and "how to" instruction
- Color renderings
- Cutaway views
- Point-to-Point interactive schematics
- Clean up and enhancement of legacy illustrations

## E-LEARNING

E-learning is Web-based or computer-based training that is self-paced and self-directed and utilizes several modalities: audio, video, graphics, text, and kinesthesia. E-learning is a natural extension of our core services. We are custom content developers that can take your existing courses and convert them to effective e-learning tools. Wherever possible, we use your current software and management application for deployment, supplemented with our comprehensive solutions for learning or course management systems. By linking the elements of knowledge, information, and education, you can inform and train your employees, customers, and most importantly dealer and service organizations in what they need and when they need it. The result is better-trained service personnel and satisfied customers.

O'Neil is dedicated to developing e-learning that provides higher retention through interactive, self-paced, and self-directed design for all types of learning preferences. The technology itself will provide the time to market and the economical delivery system. We have the experience and an incredible technology at our disposal. We have an organization with a deep-seated understanding and commitment to adult learning.

## INTEGRATED SOLUTIONS

O'Neil develops and delivers the highest level of integrated product support solutions for clients worldwide. By leveraging the many common reusable components within our technology offering, application specific functionality is delivered rapidly to accommodate end-to-end product support solutions. Our comprehensive technology solutions span from the Web to CD-ROM and even paper. Our best-in-class solutions streamline the time to create, deliver, and leverage your information and power your product support function. Whatever the needs of your organization, O'Neil is able to draw on the breadth of its service, offering to customize an integrated solution that is targeted, cost-effective, and extensible. Some of our integrated solutions are as follows:

- Enterprise-wide, robust content management solutions
- Learning content management solutions
- Document management solutions
- Workflow and process solutions
- Legacy data conversion and enhancement
- Integration with business and support systems





O'Neil & Associates, Inc., founded in 1947, is a global leader in the development of product support documentation and information solutions. We specialize in content development, open architecture solutions, Interactive Electronic Technical Manuals (IETMs), e-learning, and content management systems.

Over the years, we've continued to expand and develop our technical writing, technical illustrating, parts cataloging, information engineering staff, and our processes. In addition, we welcomed the rapidly evolving publishing technologies available to manage and distribute information that will best serve the defense, aerospace, and commercial/industrial markets. We create, manage, and distribute product support information via the Web, CD-ROM, paper, and e-learning media.

Today, O'Neil is in a position of leadership as a developer of product support documentation. We serve customers worldwide from our 75,000 square-foot corporate headquarters building in Miamisburg, Ohio. Additionally, we have on-site a 4,500 square-foot high bay lab and shop facility which allows us to thoroughly analyze your equipment. To maximize customer service, we also have staff located at/near various customers' sites. O'Neil has over 300 employees. Over 200 are located at the company's Miamisburg, Ohio headquarters, and the balance is situated around the country at/near key client locations. We are ISO 9001:2000 certified and quality focused.

To date, O'Neil & Associates has been a privately held company with only three owners since we were founded. We are currently undergoing a multiyear transition to become an employee-owned company.



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