

A REVOLUTION IN DOCUMENTATION SOLUTIONS.





## AT HOME IN ANY INDUSTRY

Customers remember how well you support your product much longer than they remember what it originally cost them.

Whether your equipment is going to the consumer market or being used as a "tool of the trade," effective product support is critical for customer satisfaction and repeat business. With over 50 years of innovation to guide us, no other organization can rival O'Neil in the design and customization of product support solutions for the consumer/industrial markets.

Clients worldwide have come to rely on O'Neil for timely and on-target information powering e-commerce, performance support tools, e-learning, and diagnostics. With an expansive breadth of services and unparalleled experience, O'Neil solutions support a broad spectrum of products – from kitchen appliances to fire trucks and from motorcycles to forklifts. No matter what your product or requirements, O'Neil is ready to create support documentation and information solutions that will leave your

customers delighted and your competitors in the dust.





## VISUALIZE THE POSSIBILITIES

O'Neil & Associates provides you with the resources to create a solution for all of your product support needs. We offer just the right blend of subject matter expertise, capacity, technology, and innovation to make the difference in that "moment of truth" that occurs each time your customer needs to locate and implement your product support information.

We've brought more than 50 years of practical experience and "lessons learned" to the process engineering side of the business. If you're familiar with O'Neil, you have heard that "we provide solutions, not software." We continue to stand by that statement, but we're also prepared to share some of our best practices with you from the O'Neil Solutions Suite.

### SPECIALIZED SOLUTIONS FOR DIVERSE MARKET NEEDS

Diverse skills and diverse customers offer an unparalleled balance in skills and experience for a breadth of market needs. By serving a variety of markets and industries, we continually bring innovative solutions to each market.

### EXTENSIBLE SUPPORT

O'Neil's process-centric approach to integrated product support provides solutions centered on your current needs with the extensibility to evolve and engage your future vision. By supporting your needs and processes with proven technology from our comprehensive service offering, you can rely on cost-effective, on-target, and extensible solutions.

Clients from a wide range of markets and industries around the world have come to recognize O'Neil & Associates as a long-term partner for all phases of documentation and product support solutions that can be counted on to perform when it matters most.



## DOCUMENTING SUCCESS

>> O'NEIL & ASSOCIATES IS CHANGING THE WAY CUSTOMERS THINK ABOUT DOCUMENTATION. FROM IETMS AND INTRUSIVE DIAGNOSTICS TO INTEROPERABLE WEB-BASED SYSTEMS LINKED TO ERP DATA, WE'RE PUTTING POWER IN YOUR PRODUCT SUPPORT — FROM DESIGN CONCEPT TO REALITY!

REVOLUTIONIZING DOCUMENTATION >>> POWERING PRODUCT SUPPORT



## INTRODUCING THE O'NEIL SOLUTIONS SUITE

### VISUALIZATION

#### VISUALIZING BETTER SOLUTIONS

Easy-to-follow technical illustrations play a vital role in your product support literature. O'Neil's experienced illustrators team with our technical writers and parts catalogers to achieve accuracy and consistency between the visual and textual stories in your documentation. The result is a reduction in repair time and cost.



### CONTENT DEVELOPMENT

#### CREATING MORE MEANINGFUL CONTENT

O'Neil leverages its experience and expertise to make content more effective and more efficient for all industries, audiences, and specifications. Our services include technical writing, parts cataloging and provisioning data, SGML/XML standards adherence, and a host of engineering services and analysis.



### E-LEARNING

#### A HIGHER FORM OF LEARNING

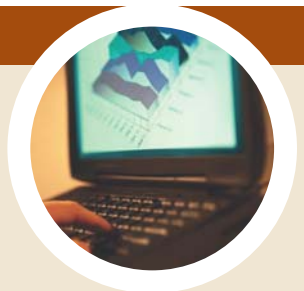
Your employees are your most valuable assets. Their effective training is critical to the success of your organization. O'Neil's e-learning capabilities incorporate your own existing software, management applications, and training courses to help you educate your human resources with maximum speed and efficiency.



### ETMS AND IETMS

#### DELIVERING POWERFUL INFORMATION

Forward-thinking clients turn to O'Neil's Interactive Electronic Technical Manuals (IETMs) for publishing process-based solutions that maximize the value of their data. O'Neil's ETMs and IETMs are scalable, supportable, nonproprietary, and roll out quickly into aftermarket and support operations.



### INTEGRATED SOLUTIONS

#### SEAMLESS ENTERPRISE INTEGRATION

At O'Neil we're flexible. We take a fresh look at every project. We customize our efforts to provide the best solution for your particular documentation or product support requirements.



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