



O'NEIL > CREATING MORE MEANINGFUL CONTENT

For businesses and organizations to remain competitive, they have to be able to count on the performance of their equipment and machinery. Powerful product support documentation is critical for the timely and effective repair and proper function of that equipment and machinery. Since 1947, O'Neil & Associates has been renowned for the development of rich content for documentation solutions that serve a variety of markets and industries – from aerospace to industrial to DoD/military.

Content development is a broad term used to cover the core services we are historically known for. The people supporting this group of services represent over half of our work force. Regardless of your market, O'Neil has a host of innovative and industry-leading content development services to meet your clients' unique needs.

>> TECHNICAL WRITING

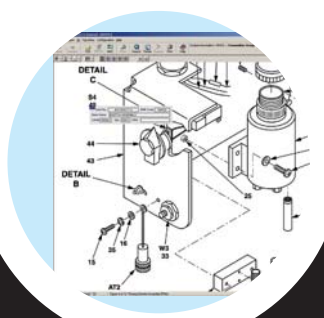
O'Neil's technical writing service offers you the proven ability to turn complex subjects into easily understood instructions for users with varied skill levels and educational backgrounds. Whatever your needs, O'Neil develops accurate, detailed, and thoroughly researched information to support your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

The key to exceptional writing is exceptional writers. Our staff of more than 50 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. They can quickly adapt to the customer's content and format specifications.



O'NEIL SOLUTIONS SUITE

O'Neil applies a process-centric approach to our integrated product support. This approach combines our key assets to provide solutions that are centered on your business needs with the extensibility to evolve and engage your future vision. By supporting your business needs and processes with proven technology from our suite of solutions – content development, visualization, e-learning, and ETMs and IETMs – you are assured that cost-effective, on-target, and extensible solutions will be implemented rapidly and effectively.





>> REQUESTED REPORTING CAN INCLUDE:

- > Reliability Analysis and Predictions
- > Maintainability Analysis and Predictions
- > Failure Modes Effects Analysis (FMEA) and Failure Modes, Effects, and Criticality Analysis (FMECA)
- > Safety and Hazard Analysis
- > Fault Tree Analysis
- > Logistic Support Analysis
- > Level of Repair Analysis (LORA)

>> PARTS CATALOGING AND PROVISIONING DATA

Developing paper-, CD-, DVD-, or Web-based parts catalogs and associated documentation requires knowledge and experience. Understanding how to handle various model configurations, options, accessories, and required illustration formats are just a few of the factors to be considered. The capabilities and expertise of O'Neil logistic specialists are based on the solid experience of producing provisioning documentation and parts catalogs for more than 300 commercial companies and all branches of the U.S. military. In the process, O'Neil specialists have gained a thorough knowledge of the myriad of specifications and standards used in industry and have established an excellent rapport with numerous government agencies.

>> SGML/XML STANDARDS

SGML and XML are keys to device independence and an enabling technology that powers our database publishing and efficient reuse of data in multiple media for you. Our SGML specialists excel in building SGML databases and creating Interactive Electronic Technical Manuals (IETMs). We have developed hundreds of thousands of pages of SGML documentation. We have the experience and capability to recommend the right SGML or XML solution for each publishing scenario. Our electronic publishing experts – equally adept in the areas of DTD and FOSI development – analyze the source data, the customer's requirements, and the customer's goals to determine the most efficient, cost-effective, and desirable solution. O'Neil gives individual attention to ensure that customers receive individual solutions.

>> ENGINEERING SERVICES AND ANALYSIS

In today's markets, military and commercial organizations know they need engineering services and analysis to support product development, but they don't always understand how to efficiently undertake that work. O'Neil's analytical personnel come from maintenance, statistical, and military backgrounds with the skills required to perform a thorough analysis of one item or an entire system. Our people attend preliminary design meetings, analyze engineering designs, engineering schematics, and vendor data, and talk to your engineering personnel in order to get complete information. Once information is gathered, they perform a thorough analysis and develop requested reports using a variety of software tools.

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!