



O'NEIL > DELIVERING POWERFUL INFORMATION

Interactive Electronic Technical Manuals (IETMs) have long been used by the Department of Defense (DoD) to help service and maintain vehicles and weapon systems. Looking for the same quality and efficiencies, the commercial marketplace is beginning to adapt the DoD standards in the areas of maintenance, service, and parts manuals. More and more, clients from all business and government sectors are turning to O'Neil's IETMs to put better and smarter documentation into the hands of the repair and maintenance technicians. They benefit from it the most.

O'Neil's standards-based approach to IETM creation allows for deployment in any medium, including CD-ROM or Web delivery systems. Because we develop IETMs to support enterprise-wide support chain solutions, companies quickly and easily roll out their IETMs into their aftermarket and support operations. They also see an immediate impact on their bottom line through increases in efficiency, revenue, and customer satisfaction.

O'Neil IETMs are scalable, supportable, and nonproprietary, and they have the look and feel of a Web browser. Forward-thinking customers turn to O'Neil to help them move to an improved environment for their product support information, with publishing solutions that are process based rather than software product based and that maximizes the value and utility of their data.

Over the years, we've produced all the different classes of ETMs and IETMs, but have received more requests for specific IETM capabilities in recent history. Although the



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.





KEY BENEFITS OF THE O'NEIL IETM:

- > Reduces downtime
- > Reduces user time (man-hours)
- > Reduces warranty costs
- > Reduces printing expenses
- > Reduces distribution costs
- > Eliminates change pages
- > Lowers cost per user

benefits and functionality of an advanced IETM are preferable, budget and life of the product may not justify the investment. O'Neil's offering of traditional ETMs are still a good choice for many applications associated with legacy data. One size definitely doesn't fit all – we work with all of our clients to create the best solution for their needs and future requirements.

> **Class 0: PAPER**

Conventionally printed technical manuals; paper only

> **Class 1: ELECTRONICALLY INDEXED PAGE IMAGES**

Page images raster graphics; static text; may include linking from Table of Contents to specified page

> **Class 2: ELECTRONIC SCROLLING DOCUMENTS**

Page oriented; live ASCII text with SGML/XML tags; may use hypertext to other related areas within the document; may include multimedia

> **Class 3: LINEAR-STRUCTURED IETMs**

Linear-structured information using SGML or XML; still resembles paper document; generally viewed as indexed PDF file

> **Class 4: HIERARCHICALLY STRUCTURED IETMs**

Hierarchically structured; specifically authored for screen-based IETM presentation; provides for cross-referencing between related data; data are commonly tagged using SGML or XML and stored in a relational or object-oriented database

> **Class 5: INTEGRATED PROCESS IETMs**

Allows the manual to interact with different processes; processes may include expert systems, test equipment, prime equipment diagnostics, intrusive and remote diagnostics

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!**