Consumer/ Industrial

Your ONeSOURCE for Product Support Information and Solutions

ONEIL®

THE RIGHT INFORMATION IN THE RIGHT HANDS AT THE RIGHT TIME

Product Support Is Our Business

We create high-quality product support information and apply technology solutions to connect it to your users, supply chain, and business systems.

We offer a complete range of services that includes logistics support analysis, parts cataloging, technical writing, illustration and visualization, training, and a variety of data integration and technology solutions.

At ONEIL, product support information is not a sideline business – it is our core business. We have exceptional strength in the areas of technical writing, illustration, logistics support analysis, Interactive Electronic Technical Manual (IETM) development, training, and e-Learning.

Integrated Solutions

ONEIL develops and delivers the highest level of integrated product support solutions for customers worldwide. We offer customized, integrated solutions that are targeted, cost-effective, and extensible:

• 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

Flexible Business Model

Our consumer and industrial clients rely on us to create timely, on-target information to support their products. The spectrum of products we have supported extends from kitchen appliances to construction equipment and from lawn mowers to satellite communication equipment. Without good information, your task of product support becomes much more onerous ... and expensive.

Regardless of your need, ONEIL can bring the right balance of capacity, expertise, and technology to meet the need. Some customers only need help getting through a rough spot, while others choose to outsource the publications effort and focus on their core business strengths. ONEIL offers the following advantages to outsource your technical publications:

• Access to a wealth of publication expertise and up-to-date industry knowledge

• Access to our large staff of writers, editors, illustrators, and other documentation specialists, which can handle peaks and valleys in work

• You can focus on your job, knowing that your outsourced work is in the hands of reliable experts

• You'll get the efficiency of process improvements, workflow, and modern, technologically-appropriate software

A Path for the Future

When the time is right, we can blend your information with technology and our integrated solutions, opening the door for more high-value customer engagement, improved cycle time, and better first-time yields for the maintenance cycle. We will also help you get a handle on translation, warranty, and help desk expenses, while projecting your business globally. We specialize in standards-based solutions and data structures that stand the tests of time, and we scale to the ever changing technology horizon. In addition, we protect your data, making sure it is always yours to use as you need without any proprietary entanglements.

> "We create high-quality product support information and apply technology solutions to connect it to your users, supply chain, and business systems."

Technical Writing

Whatever your needs, ONEIL develops accurate, detailed, and thoroughly-researched information to cost-effectively support your products according to your schedule.

ONEIL's technical writing services offer you the proven ability to turn complex subjects into easily-understood instructions like the following, no matter the user's skill level and educational background:

- Product Maintenance Manuals
- Component Maintenance Manuals
- Owner's/Operation Manuals
- Parts Manuals
- System Schematics
- Wiring Diagram Manuals
- Service Bulletins
- Installation Guides
- Diagnostic and Troubleshooting Manuals
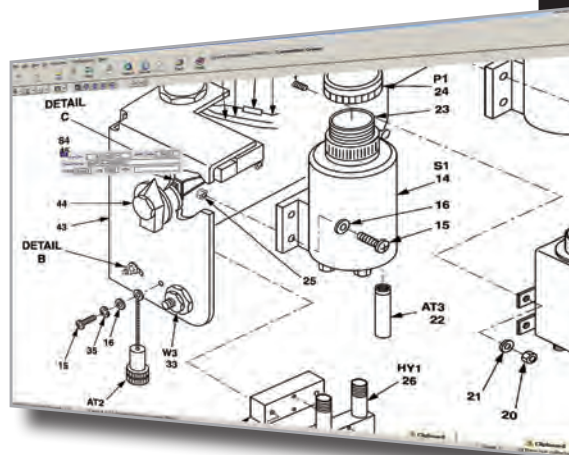- Standard Repair Time Manuals

Parts Management

Developing paper-, CD-, DVD-, or Web-based parts catalogs and associated documentation requires knowledge and experience. The capabilities and expertise of ONEIL's parts specialists are based on the solid experience of producing parts documentation catalogs for more than 300 commercial companies. We leverage parts data from a single source throughout delivery and understand how to handle model configurations, options, accessories, and required illustration formats to ensure success and quality.

Training and e-Learning

We develop, design, and deliver Instructor-Led Training (ILT) and Computer-Based Training (CBT) programs:

- Robust capability for animation and simulation
- Certified technical training instructors train both military and civilian personnel at locations around the world
- Our CBT and ILT materials provide the student with a solid overview of not only the hardware, but other applicable Integrated Logistics Support (ILS) data products

Choosing the Right Partner is Everything

Founded in 1947 as an engineering and development firm, ONEIL is a global leader in the creation of product support documentation and information solutions. We specialize in content development, open architecture solutions, IETMs, e-Learning, and content management systems.

ONEIL has provided impeccable service to a wide variety of customers around the world. We have the tools and processes to ensure the highest quality and success for your work:

- State-of-the-art, 80,000 square foot headquarters with on-site ILS lab facilities
- Regional offices and strategic placement of liaison personnel
- Strong technology capability that maximizes the value of your engineering data
- Secure facilities for equipment and data
- Leading-edge computing infrastructure and rock-solid security and disaster recovery capability
- Web collaboration tools and processes ensure on-demand status reporting
- Our strong financial position means we can be a stable partner for years to come
- We are employee-owned, so our associates work hard to keep you satisfied

ONEIL.

ONeSOURCE™: ONEIL's Comprehensive Suite of Configurable Tools

ONePUBS

ONeVIEW

ONePARTS

ONeMIND

ONeSOURCE

ONeTRAIN

ONeTOOL

ONeFLOW

ONeCLOUD

ONePUBS™ – Enterprise Content Management System
Authoring, managing, publishing, and delivering your data for any industry

ONePARTS™ – Parts Management and Delivery System
Serving logistics, parts management, and e-commerce to manage the supply chain

ONeTRAIN™ – Learning Management and Delivery Suite
Providing online and instructor-led training options as well as supporting content development, management, and reporting needs

ONeFLOW™ – Enterprise Workflow Engine
Connecting your processes, systems, and events with complete traceability

ONeVIEW™ – Intelligent Interactive Diagram Management Suite and Viewer
Delivering electrical, hydraulic, and pneumatic diagrams to the web, client, or CD/DVD

ONeMIND™ – Knowledge Management and Viewing Platform
Supporting automated, decision-based logic and delivery of appropriate technical information

ONeTOOL® – Diagnostic Framework
Supporting dynamic and predictive maintenance and connecting that to the correct technical resolution for your equipment

ONeCLOUD™ – A True Service-Oriented Cloud Environment
Delivering the ONeSOURCE suite of tools to you and your user-base

ONEIL®

REVOLUTIONIZING DOCUMENTATION > > > POWERING PRODUCT SUPPORT

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