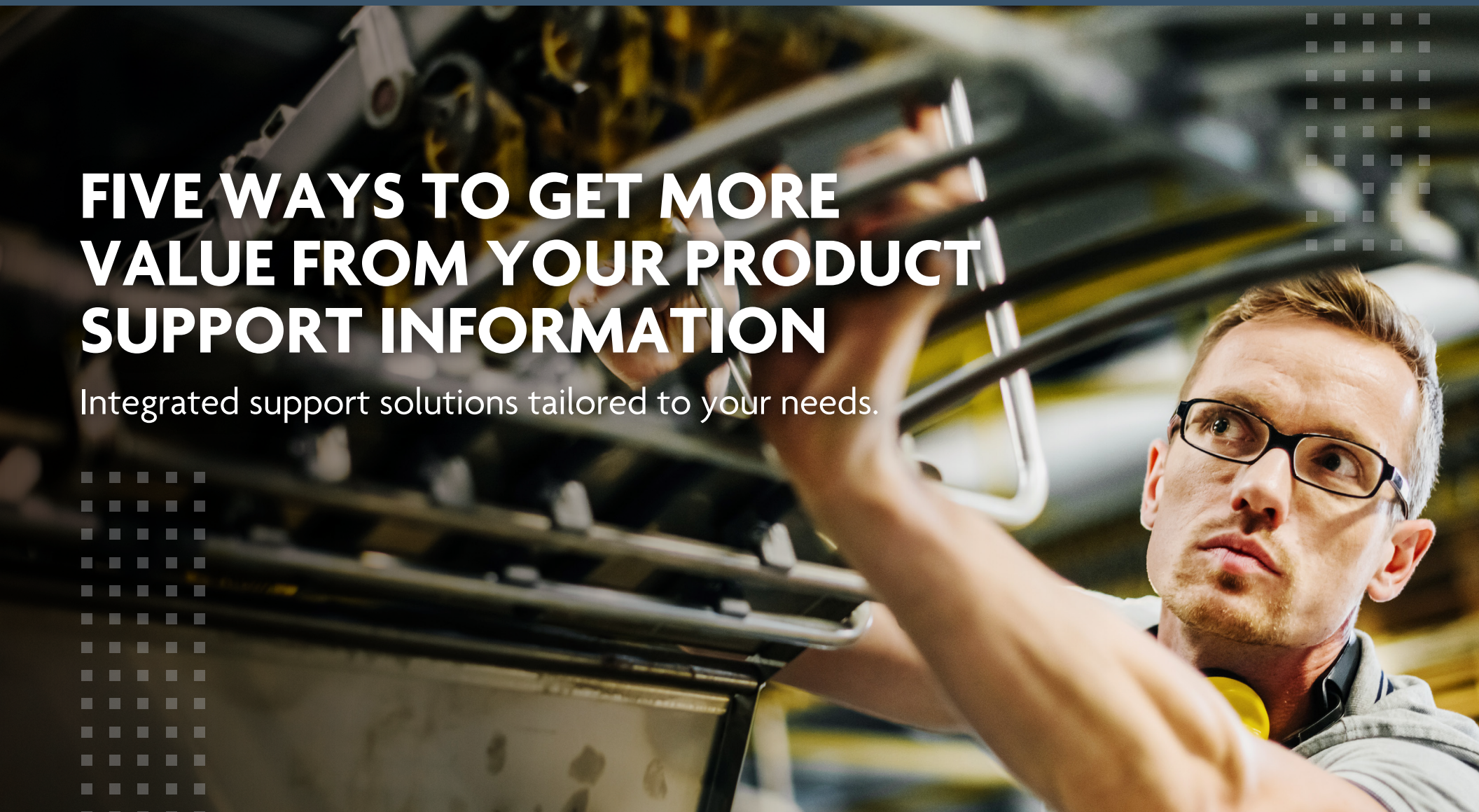




Information made easy.

FIVE WAYS TO GET MORE VALUE FROM YOUR PRODUCT SUPPORT INFORMATION

Integrated support solutions tailored to your needs.



YOUR CHALLENGE

HOW ONEIL HELPS

OUR SERVICES & SOLUTIONS

YOUR BENEFITS

	IMPROVE PROFIT	REDUCE COST	REDUCE ERRORS	INCREASE PARTS SALES	MEET COMPLIANCE AND REGULATION OBLIGATIONS
	<ul style="list-style-type: none"> • Increase your service revenue by optimizing field technician efficiency and knowledge • Increase revenue through user/dealer parts pricing 	<ul style="list-style-type: none"> • Hire less experienced, less costly workforce by providing on-demand knowledge through product support information • Ability to fix equipment yourself • Extend equipment life • Decrease in expensive parts replacement • Reduce warranty costs • Reuse/repurpose content 	<ul style="list-style-type: none"> • Avoid ordering the WRONG PART • Avoid performing self-maintenance incorrectly • Avoiding delays or missing orders due to equipment malfunction • Provide knowledge and training 	<ul style="list-style-type: none"> • Identify parts easily through accurate visual recognition • Help reduce inventory of their own parts stock • Meet customer equipment SLA or order obligations 	<ul style="list-style-type: none"> • With compliant product support data packages • Data validation and compliance checks • Specification experts with direct industry experience
	<ul style="list-style-type: none"> • Workflow Engine • Knowledge Model • Parts Management 	<ul style="list-style-type: none"> • Training & eLearning Development • Troubleshooting & Diagnostics Knowledge Model • 28+ Global Languages Supported • CMS & Translation Management 	<ul style="list-style-type: none"> • Content Publisher • Technical Illustration & Multimedia • Interactive Schematics • Learning Management System 	<ul style="list-style-type: none"> • ILS Parts Cataloging & Provisioning • Supportability Analysis • Interactive Schematics • Online Parts Catalog • eCommerce Enablement 	<ul style="list-style-type: none"> • Technical Manual Development • Secure, Onsite ILS Lab Facilities • Mil-Std-40051 • S1000D Support • Mil-Std-2361 • ATA
	<p>REVENUE</p> <p>The world's largest appliance maker increased service revenue by 30% using ONEIL parts solution.</p>	<p>SAVINGS</p> <p>A global manufacturer saved millions of dollars in translation costs.</p>	<p>ACCURACY</p> <p>A global manufacturer reduced erroneous parts orders by 40% or more.</p>	<p>BUSINESS</p> <p>A global manufacturer increased parts revenue by 30% through aftermarket sales.</p>	<p>COMPLIANCE</p> <p>A containerized system maker delivered its self-contained kitchen to the US Army by relying on ONEIL specification and compliance knowledge.</p>

PRODUCT INFORMATION STRATEGY