

Epiplex500 R5.5

Data Sheet



Performance Improvement

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Epiplex500 - Enterprise Process Improvement

Making Effective Performance Improvement

Businesses all over the world are looking to improve their processes constantly to stay ahead of competition and to move up the value chain in the services provided to their customers and partners.

In doing so they rely heavily on enterprise knowledge for a whole host of reasons: Rapid training and deployment of personnel to cope with attrition, increased productivity, as a central knowledge vault for dissemination of the same into the organization as and when required, as knowledge base for the enterprise to ensure that there is no knowledge loss at any level, for analysis and benchmarking performance against industry standards.

There is a constant need in the industry for tools that effectively help create, store, analyze and disseminate knowledge in various digital forms as these activities normally require extensive resources in terms of time, effort, people, expertise and skill. Epiplex500 addresses all of these industry concerns through its suite of products.

Features and Benefits

↻ Rapid e-learning Content Development

CAPTURE

In-depth capture of processes or transactions is at the core of the Epiplex500 suite of products. It helps you capture business processes from user interactions on software applications and extracts detailed information about these interactions. Epiplex500 Capture boasts of robust capture on many applications supported by Windows platform and also on many of the green screen applications like Rumba, Hummingbird, PCOMM, Attachmate EXTRA!® X-treme, Esker etc.

The capture information can be further enriched by additionally capturing audio and video, adding notes, bookmarks and snapshots. In addition, you can capture screen video in full motion. The result is a content rich, XML process script file

that can be used by other downstream Epiplex500 products, such as Process modeler (Modeling), Analyzer, e-learning Simulation, Documentation, Training and Knowledge Provisioning.

SIMULATION AND DOCUMENTATION

The captured process can automatically be simulated and documents generated. A workflow based branching utility ensures a high degree of flexibility in handling complex multi-sequential processes. Additionally, the entire learning experience can be made more engaging and interactive by attaching audio and video content and making them available in either html or Flash formats and the entire content can then be used in the playback, guide, assessment or document modes.

Produces rich outputs of standard operating procedures and simulations based on the Principles of effective instructional design; time saved through Multimodal output capability.

Simulations and documents are auto generated in multiple formats; supports template configuration and multiple languages, seamless expansion, conversion and distribution of captured data as integrated knowledge objects; Epiplex500 ensures that the captured information is proliferated and made use of effectively in the organization by providing an integrated simulation and documentation facility.

EDITORS AND TEMPLATES

Better visual appeal, alignment to the organization's specific needs and easy accessibility over the web (internet, intranet and extranet) are easily brought about by a varied array of Epiplex500 editors and templates. The content can also be embedded in the organization's choice of templates too. Editors like the process editor allows the editing of content, sequence of steps and may other properties on the captured processes; the presentation editor allows the editing of the html and flash images and pictures. Audio content can also be edited or added. This content is now ready to be seamlessly published and accessed on the web.

LIVE GUIDES AND CUE CARDS

Dynamic conversion of knowledge objects into live guides and cue cards rendering “live in” application support.

Most of the traditional help literature that accompanies an application is limited to the embedded help documents that could be cumbersome to search and sift through relevant information. Epiplex500 has taken a leap in this area by providing cue cards and live guides on the actual application when the user is working on them. To give additional flexibility, the contents of these guides and cue cards could be edited using an editor specially provided for the same.

SELF SERVING TRAINING CAPSULES

Normal training practices in industries more often than not would happen on a set of processes, transactions and practices. To combine sets of processes and captured, edited and customized content out of any content development software into one coherent training entity would demand the right ‘glues’ to be applied. This can be easily done with the Epiplex500 objects using the Integrated Project Editor which gives workflow-type logical constructs and branching.

EFFECTIVE INTEGRATION OF KNOWLEDGE OBJECTS THROUGH ROBUST UTILITIES

The various knowledge objects which are centric to the Epiplex500 environment are used to integrate Epiplex500 functionalities into other products seamlessly. They also provide a scripting environment for error handling and development of complex Process Objects. The Epiplex500 SCORM Utility can create SCORM-compatible learning objects by supporting the SCORM interchange standard. Hence, learner progress and test scores can usually be reported directly to whatever Learning management or Content management system one can use. Also, SCORM Utility generates industry-standard SCORM metadata that allows the LMS to set access permissions and track learner progress and test scores.

Flexible sharing and distribution of knowledge objects has to be an intrinsic part of any enterprise. The Epiplex500 Pack Utility seamlessly enables all the Epiplex500 knowledge objects and their dependent files into a single file thereby

making it extremely easy for the Epiplex500 developers to share and distribute Epiplex500 knowledge objects. This Utility even supports unpacking of Packed Epiplex500 knowledge objects too.

⇒ **Knowledge Provisioning and Contextual Delivery**

Epiplex500 knowledge provisioning features context sensitive assistance for any task, anywhere in the business process. And unlike conventional context sensitive “help” systems which provide screen based help, Epiplex500 Knowledge Provisioning keeps knowledge synchronized with the current process the user is trying to perform. Contextual knowledge is provided from a wide range of sources. Existing content from any source can be repurposed and contextualized.

While Epiplex500 created process training content and documentation can be delivered as standard training through an LMS or Web based training, Epiplex500 also has the capability to deliver such content (and any other content) to the end user contextually by the path breaking Intelligent Dialog Technology (**IDT**). By understanding the context of the user in the application, Epiplex500 provides the user with the support content relevant to the task he/she is doing. IDT acts as a means by which various Epiplex500 knowledge objects and other content files are used to provide context specific support to the user.

Apart from determining the context based on the screen the user is working on, contextual delivery also presents a list of support content available for a context and allows you to launch the selected content instantly. The contextualized support content is automatically published to a server through an Enterprise Repository Management System.

⇒ **Collaborative Authoring and Enterprise wide Knowledge Dissemination**

The accessibility and co-authoring of different knowledge artifacts is as important as its creation itself especially in organizations that have branches spread over different geographies. Epiplex500 Enterprise Repository Management Service fills this need effectively by offering inbuilt configuration management features to ensure that the content integrity and simultaneous access are made viable.

This also acts as a central repository of all knowledge artifacts and ensures concurrency, reliability, scalability and maintainability.

➔ **Process Performance Analysis/Training Effectiveness Analysis**

Measurement of performance is a necessity in any organization but can be very cumbersome and tricky. The Epiplex500 Analyzer benchmarks best practices and microanalyses user performance on the benchmarked processes producing reports on variance and peer to peer comparison. It has a capture component, Analyst work bench and an Analyzer server. The Analyzer is a framework that can be implemented with custom reports and benchmarks.

KEY POINTS

- ✚ **Single SWF for Flash output** **New!**
- ✚ **508 compliant for the disabled** **New!**
- ✚ **Windows Vista (32-bit) support** **New!**
- ✚ **Right to Left (RTL) support in all the Epiplex500 editors for languages such as Arabic, Hebrew etc., that works in a right-to-left or bi-directional environment** **New!**
- ✚ **Process Workflow editing support from within the epiSimDoc author file** **New!**
- ✚ **Multiple language output support (English, French, German, Spanish, Italian, Dutch, Portuguese, Romanian, Japanese, Chinese, Korean, Thai, Hebrew, Arabic, Bahasa, Hindi and Kannada)** **New!**
- ✚ **Enterprise storage and access to knowledge artifacts; provision for configuration management on all Epiplex500 and non-Epiplex500 based knowledge artifacts**
- ✚ **Guides and cue cards on the live application**
- ✚ **Capture on many Windows based applications such as CATIA, PeopleSoft and other green screen applications**
- ✚ **Inbuilt Editors for content, workflow and entire project and a wide array of templates to choose from**
- ✚ **Workflow based logical constructs and looping for greater flexibility**
- ✚ **Process performance analysis**

SYSTEM REQUIREMENTS

HARDWARE REQUIREMENTS

Component	Requirement
Processor	700 MHz Processor or higher (1 GHz recommended)
Memory <i>(More memory generally improves system responsiveness)</i>	512 MB of RAM or higher (1 GB recommended)
Disk Space for Installation	Space required for the installation program: 300 MB Space required for actual installation: 100 - 200 MB, depending on the system files already present on your Computer
Monitor	800 X 600 X 256-color video resolution or higher
CD-ROM *	4x or higher CD-ROM drive (<i>for installation</i>)
Web Cam *	This is required by Epiplex500 Processor for capturing video
Sound Card Microphone *	This is required by Epiplex500 Processor for capturing and playing audio in a process file

* Optional

SOFTWARE REQUIREMENTS FOR VERSION 5.5.547

Functionality	Requirement
Capture	Operating Systems: Windows-2000, XP, Vista (32-bit) Applications Supported <ul style="list-style-type: none"> ▪ SAP 6.2 and SAP 6.4 ▪ Most Windows applications & Rumba, Hummingbird, PCOMM, Attachmate EXTRA!® X-treme and ESKER green screen applications
Documentation*	MS-Office 2000 and MS-Office 2003 (MS-Word and MS-PowerPoint)
Guide*	IE 6.0 and IE 7.0
EpiLearn*	DHTML – IE 6.0 and IE 7.0, Windows Media Player – 9, 10 and 11 Flash- Flash player 7, 8 and 9 IE 6.0 and IE 7.0 and Firefox 2.0
IDT Client*	IE 6.0 and IE 7.0
ERMS*	IIS 5.0 and IIS 6.0 Database: Microsoft SQL Server 2000
Analyzer*	Database: Oracle 9i and 10g

* The OS requirements remain the same as mentioned against the 'Capture' requirement.

New Features in Epiplex500 Version 5.5.547

Note: *All system requirements same as Epiplex version 4.8 except where marked.

Features
Key Changes
➤ Compatible with various Vista 32-bit operating system flavors such as Vista Business and Vista Ultimate Editions New!
➤ Right to Left (RTL) support in all the Epiplex500 editors for languages such as Arabic, Hebrew etc., that work in a right-to-left or bi-directional environment New!
➤ Automatic generation and management of callouts and sticky notes New!
➤ Editing functionality within the epiSimDoc author file to edit the workflow of processes dynamically New!
➤ Robust conversion of epiLearn templates in multiple languages New!
➤ Enhanced SCORM compliance support to Presentation Output New!
➤ Support for simultaneous access of ERMS repository with the specification of internal as well as external IP address New!
➤ Single SWF for epiLearn flash output New!
➤ Supports Multiple language output- English, French, German, Spanish, Italian, Dutch, Portuguese, Romanian, Japanese, Chinese, Korean, Thai, Hebrew, Arabic, Bahasa, Hindi and Kannada New!
➤ SCORM 1.2 and SCORM 2004 3 rd Edition compliance for both epiLearn Flash as well as DHTML outputs
➤ Enhancements to SAP Guide and Capture
➤ IDT Search facility
➤ Provision for checking in non-Epiplex500 contents also into ERMS

➤ ERMS content publishing on multiple servers without user intervention
➤ Allows integration with any LMS such as LECTORA
➤ Content can be embedded in any HTML Project

Detailed Changes

Generic

- Much improved and unique theme based UI architecture that allows the user to change the UI theme
- Integrated complete support for both authoring and content environment for IE 7.0 browser

Processor

- Allows opening of packed capture file from Process Editor **New!**
- Allows packing of capture file from Process Editor **New!**
- Support for Manual Capture **New!**
- Display of number of steps and time taken to complete the process while saving the currently active process capture file **New!**
- Mask images to protect sensitive data
- New Processor Dashboard UI
- Provides an enhanced association of Overstate Images across all the channels
- Enhanced SAP capture adapter
- Improved CATIA capture adapter

epiSimDoc Editor

- 508 Compliance support for epiLearn DHTML output **New!**
- Support for automatic generation and management of callouts and sticky notes **New!**

➤ Support for publishing epiLearn results to a server as well as to a calling parent program New!
➤ Support for editing the workflow of the processes within the epiSimDoc author file New!
➤ Enhanced support for PowerPoint presentation document New!
➤ Support for generating epiLearns as a Single Flash SWF output file New!
➤ Supports creating optimized documents by flagging steps
➤ Allows generating epiLearns in full screen mode without title bar
➤ Supports generating documents in Haansoft format
➤ Allows importing audio recorded during capture into epiSimDoc file
➤ Allows searching of steps
➤ Allows inclusion of individual step images into the consolidated document through Document Image Preference Column
➤ Provides Firefox 2.0 browser support to the FLASH epiLearn output
➤ Provides better integration of epiLearns with SABA LMS Server
➤ Extended support for inclusion of notes in epiLearns for HTML and Word document output
➤ Allows selection of non-Epiplex500 knowledge files to be checked in to ERMS
➤ Allows printing of a Cue card result
➤ Allows the sentence and image positions to be specified from a configuration file for the Microsoft Power Point Presentation output
➤ Supports selective inclusion of control images in document sentences for SAP application
➤ Provides an enhanced support for IE 7.0 browser
➤ Enhanced performance of epiLearns when launched from a CD
➤ Supports enhanced display of an epiLearn in an embedded application to the generated epiLearn's highest available resolution

epiTemplate Editor	
➤	Supports conversion of epiLearn templates in multiple languages New!
➤	Supports including Cue card in the Canvas area
➤	Provides new properties while including Cue card in the Canvas area
Presentation Editor	
➤	Allows presenting the presentation output to be displayed in the specified language New!
➤	Enhanced SCORM compliance support to Presentation Output New!
Assessment Editor	
➤	Supports Enterprise collaboration through ERMS New!
➤	Allows presenting test questions randomly to the learner each and every time the test is taken New!
Pack Utility	
➤	Allows packing and unpacking of assessment html knowledge objects New!
Analyst Workbench	
➤	Associate a content file to a unit process
➤	Define an email schedule for feedback reports
➤	Identify a unit process as a completed process even if the user performs the process steps in any sequence
➤	Display the number of steps and duration taken by a Subject Matter Expert to capture a process
➤	Display of user name in the control charts based on process benchmarks
➤	Provision to compare best practitioner's capture with other end user's capture through Process Comparison Report
SCORM	
➤	epiAssessment objects support SCORM compliance
➤	Support for SCORM 2004 3rd Edition

ERMS
➤ Allows access to ERMS repository simultaneously by specifying both internal as well as external IP address New!
➤ Allows publishing of files to multiple servers at a time
➤ Supports conversion of the context map file (.ecf) into the compressed file format (.zip) while publishing to the IDT server
➤ Allows searching of a file through a partial keyword match
➤ Provides enhanced support through the display of check out status of all the knowledge object files via <i>Get</i> command
IDT Developer & Client
➤ Provides support for optimized context map file to minimize network bandwidth consumption
➤ Support for compressed (.zip) context map file format in the IDT Client Preferences
➤ Supports association of multiple keywords to the content file and is applicable to non-Epiplex500 content files
➤ Allows searching of tasks by the partial Keywords
➤ Supports resizing of IDT client window
➤ Allows association of HTTPS URL with the Knowledge object content, based on the content type