

# EPSScentral's Epiplex Solutions

## Epiplex™

### Profile

Epiplex™ is the premier performance support development tool for computer-mediated work, based on rapid capture technology.

### Situation

You are about to upgrade or roll out a new enterprise system to thousands of users, in an environment where there may be disparate legacy systems, high turnover, stringent customer demands and no tolerance for lapses in productivity. What to do?

### Solution

Employ Epiplex - and EPSScentral's PCD Methodology - to rapidly capture critical business processes and generate performance-enabling solutions - faster than you ever thought possible. Monitor and analyze performance gaps continuously to ensure the shortest time to competency and highest productivity.

### ROI

- Obtain competency in minutes or hours instead of days, weeks or months.
- Reduce error and omission rates to 1% or less.
- Reduce the cost of your rollout and on-going costs to 80% less than current support efforts.
- Increase net revenue, often in the \$Millions.

Epiplex™ is a tool that supports improving performance without the need for formal training. Globally, organizations spend \$300 billion a year on training, yet only 17% of what is learned in advance is transferred to the job. With Epiplex, you tie knowledge to process and embed support in context. Workers are immediately productive, exhibit exemplary accuracy and completeness, and exceed service levels.

### Epiplex enables you to:

- Automatically observe and capture business process as a user completes work in an enterprise application.
- Immediately convert captured processes into an arsenal of performance support tools such as simulations, assessments, and active cue cards.
- Put content into context so users automatically receive guidance without the need to search.
- Rapidly analyze and improve business processes that are supported by enterprise systems -

*and all without disturbing the native system environment or requiring IT support.*

### Key Differentiators

Epiplex is the first and best-of-breed system to address the fundamental needs of organizations around achieving outcomes with a minimum of training, learning, and support. Epiplex's core capability and what distinguishes it from the marketplace is its rich *capture* environment that observes and gathers key metrics of performer actions as they accomplish work in their enterprise computer applications. Epiplex's superior object recognition, flexibility in capturing within and across disparate environments (legacy, c/s, web), its capture analysis

and rapid content generation are truly remarkable. Also unique are Epiplex's capabilities to:

- Separate capture from the functions that use capture
- Push performance-enabling solutions to users while they are working and in need.
- Provide immediate feedback and track user progress.
- Create alternate interfaces to simplify the user experience.
- Go beyond development and provide the means to rapidly assess competency, analyze gaps, and *identify where support is actually needed.*

The results speak for themselves. Our clients' business cases are remarkable, including:

- Reducing the total cost of ownership of enterprise support by up to 85%
- Replacing 70% of training and increasing net revenue by \$4Million.
- Eliminating 99% of errors and omissions on a call center system, saving over \$3.5Million.
- Reducing support costs for 10,000 knowledge workers by 20% in one year and up to 70% over five years, from a baseline of \$5Million.
- Providing contextual support for 300 mission-critical system tasks in two weeks, enabling new workers to maintain consistent \$65Million revenue stream.

Epiplex's software development lifecycle is shorter than conventional methods by up to 90%, producing solutions that enable user competency on over 70% of processes that formerly required detailed knowledge and a mental picture of enterprise data. Truly remarkable!



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