



Harness
Your
Potential

RWD
uPerform®



RWD uPerform®

A Comprehensive Performance Support Tool to Enable Individual Performance and Team Success

In a knowledge-based economy, your people are your greatest asset. In a technology-dependent business environment, enterprise software keeps your world turning. For today's business, the difference between market leader and second place comes down to employee performance.

How will your organization bring together the efficiency of your enterprise software and the potential of your workforce to ensure that you are maximizing your investment?



RWD uPerform is an authoring and content management tool that lets large and small organizations create and deliver targeted, high-quality learning content and information to employees. With RWD uPerform, authors with no programming or multimedia experience can easily create, edit, and publish high-quality procedures, Adobe® Flash-based simulations and eLearning courses. To manage this information across the organization, RWD uPerform enables authors to store, organize, manage, and distribute their content to the entire workforce via the web. RWD uPerform also allows employees to share knowledge and collaborate seamlessly via discussion boards, subscriptions, and personalized context-sensitive learning and support information.

One person's performance can make the difference between success and failure – between meaningful achievement and mediocrity.





Your Challenge: Complex and Diverse Business Applications

You invest in business applications to transform your business, increase efficiency, improve customer satisfaction, and grow profitably. Your employees need ongoing assistance to use these applications effectively and adjust how they perform their jobs when business processes change.

RWD uPerform delivers a well-trained and equipped workforce ready to make the most of your business application investment.

- **Capture and Create** – Create and edit a document and simulation simultaneously, simply by recording your business applications
- **Rapid eLearning Courses** – Develop engaging eLearning courses complete with knowledge checks and assessments
- **Multi-Format Publishing** – Publish all content in a variety of common formats
- **Context-Sensitive Help** – Link learning content directly to specific screens or tasks within your business applications

Your Challenge: Global Business Processes, Local Demands

Your organization wants to achieve global business process consistency while supporting local business needs. Some tasks are performed the same way around the globe. Other tasks are performed differently depending on location, group, and role. Your employees need information specific to their roles, their languages, and their tasks.

RWD uPerform delivers central support for your entire organization.

- **Template-Based Authoring** – Use templates to ensure authors create consistent content
- **Multi-Language Support** – Quickly create different language-specific versions of the same task information
- **Content Management** – Store and manage all your organization's knowledge, business processes and training materials
- **Targeted Delivery** – Organize and filter information by job, language, location or other category
- **Enterprise Scalability** – Manage large, complex documentation projects

Your Challenge: Dispersed Knowledge

The valuable knowledge within your workforce changes almost daily – with new people, new ideas, and new opportunities. To orient employees, train mobile and geographically dispersed workers, and ensure knowledge exchange among generations, cultures, and locations, your employees need a way to contribute and collaborate.

RWD uPerform delivers seamless knowledge sharing.

- **Collaboration** – Share insights with other employees and provide helpful feedback to your authors
- **Subscriptions and Notifications** – Stay informed when information changes and new discussion messages appear
- **Managed Workflow** – Ensure content is reviewed by the right people before it's delivered to your workforce
- **Personalized Home Page** – Access your favorite content, discussions, and notifications from a single page



Key Benefits

- Enterprise-wide capability to manage varying needs of different business units
- A smarter, more efficient, and more productive work force
- A solution that values your people and respects their time by automating mundane tasks and facilitating collaboration
- A system that prepares your organization for continued change

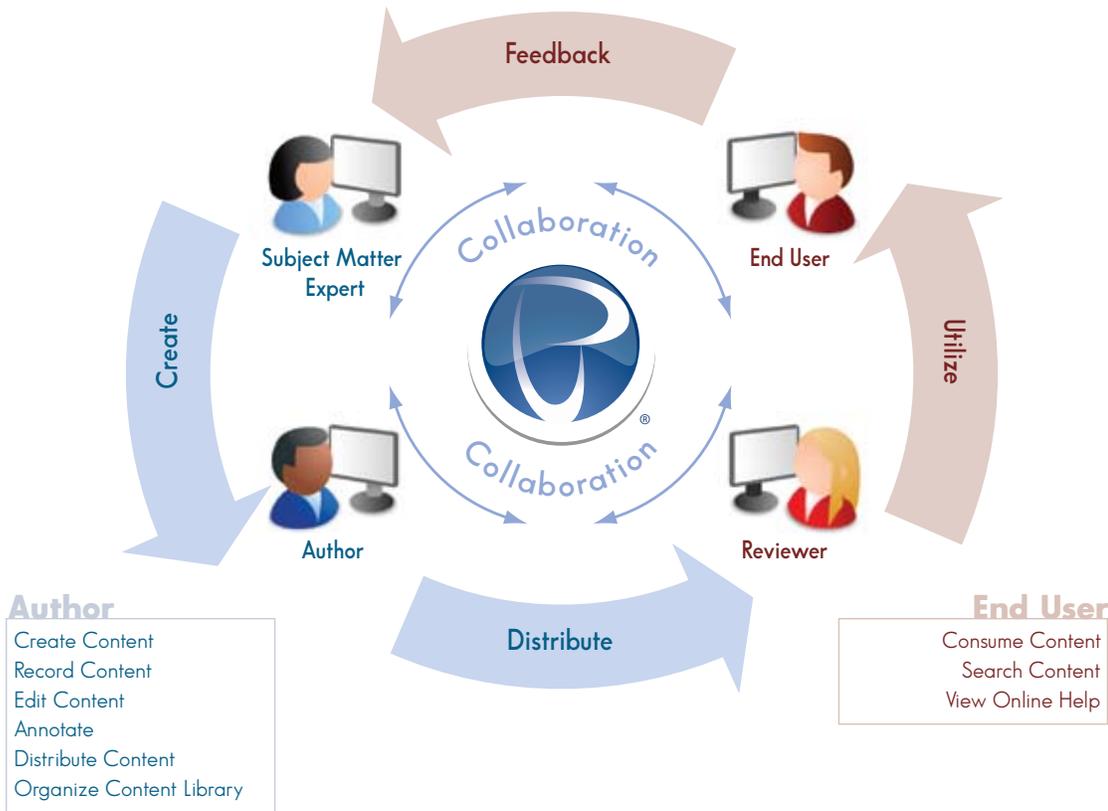
Your Challenge: Security, Sustainability, and Reduced Cost

You strive to maintain a secure, sustainable, and highly-efficient information technology environment. You need a cost-effective, user-friendly content authoring and management solution that works well with your organization's existing applications and technical landscape.

RWD uPerform delivers a solution that fits.

- **Single Sign-On** – Use Microsoft NTLM, CA SiteMinder Web Access Manager, or IBM Tivoli Access Manager to provide single sign-on access to content.
- **Virtualization Support** – Reduce server costs by running uPerform in a virtualized environment
- **SAP Solution Manager Adapter** – Create, maintain, and view system procedures with uPerform via Solution Manager.
- **HP Quality Center Integration** – Re-purpose your uPerform procedural documents as test scripts.

RWD recognizes that business transformations do not stop after implementation and that success is driven by providing solutions that enable end users to do their jobs better.



Like your business, your challenges are unique, which is why RWD uPerform can be configured to meet your organization's needs. RWD recognizes that business transformations do not stop after implementation and that success is driven by providing solutions that enable end users to do their jobs better.

Key Features:

Rapid Content Creation, Management and Distribution

- Record a document and a simulation in one session
- Batch publish content in a variety of formats
- Create custom templates to enhance the look and feel of documents and simulations
- Support large projects with hundreds or thousands of documents
- Manage a central repository for all of your organization's knowledge, business processes, and training materials
- Check-in new content for storage, workflow and version control
- Maintain and manage a central glossary of terms and definitions

eLearning Course Creation

- Create eLearning courses that incorporate basic information, assessments, and pop-ups
- Use stencils (eLearning templates) to ensure consistency of course content and layout
- Use branches to create realistic, adaptive learning based upon real business scenarios
- Import Microsoft® PowerPoint® content
- Import Flash content
- Print the eLearning course storyboard
- Track course assessments via your learning management system

On-the-job Performance Support

- Access online context-sensitive help
- Subscribe to an item, page, or discussion to receive notifications about changes
- Bookmark items, pages, or discussions as personal favorites
- Create customized websites

Collaboration

- Participate in discussions with authors, reviewers, and users
- View feedback from other subject matter experts and users
- Use in-line annotations to provide online comments to content
- "Tell others" to send information links to other users

Multiple Languages

- Create, publish, and collaborate in over 30 languages: Bulgarian, Catalan, Chinese (PRC), Chinese (Taiwan), Croatian, Czech, Danish, Dutch (Belgium), Dutch (Netherlands), English (US), English (UK), Finnish, French (Canada), French (France), German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Spanish, Swedish, Thai, and Turkish

For more information, visit www.rwd.com or email info@rwd.com.

Key Features:

- XML-based Content Creation, Management and Distribution
- eLearning Course Creation
- On-the-Job Performance Support
- Collaboration
- Central Knowledge Repository
- Central Authoring Capabilities
- Scalable Server Architecture



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