



RWD uPerform® Product Overview

ANCILESolutions, Inc.™

CONTENTS

Introduction.....	3
A Solution To The Performance Problem.....	3
How RWD uPerform Empowers Your Workforce and Your Business.....	5
Completing the Excellence Lifecycle	7
Create	7
Manage	11
Publish.....	13
Share.....	14
Product Functions in Detail	16
Content Creation	16
Content Management	17
Content Distribution.....	18
End User Experience.....	19
Architecture.....	20
Support	21

ANCILE Solutions, Inc.™

ANCILE Solutions, Inc.™ All rights reserved. RWD uPerform®, RWD uLearn™, RWD Info Pak®, and RWD uBenchmark® are registered trademarks of ANCILE Solutions, Inc. in the U.S. and other foreign countries, and licensed for use by ANCILE Solutions, Inc. in connection with the product listed on this product overview. Any and all warranty claims relating to the ANCILE Solutions products shall be directed to ANCILE Solutions. All other product and company names referenced herein are the registered or unregistered trademarks of their respective owners.

INTRODUCTION

Organizations in today's knowledge-based economy and global business environment are faced with several challenges as they look to maximize workforce performance:

- Increasingly complex and diverse enterprise applications require broad implementations and training solutions.
- Language and geographical barriers often divide workforces and hinder productivity and consistency.
- Over 70 million baby boomers are facing retirement in the next decade, many of whom will walk out the door with decades of accrued organizational knowledge and experience that has not been captured.

Responding to these challenges in the near-term is a competitive imperative and requires not only immediate action, but also the process of laying the foundation to enable ongoing growth.

To address these challenges, organizations are becoming increasingly aware that how you create, categorize, store, and deliver your unstructured intellectual capital (for example, documents, spreadsheets, presentations) is key. Furthermore, how well you involve your workforce by encouraging feedback and comments on accrued knowledge is directly related to your ability to improve content, retain knowledge, and pass knowledge on to new workers. In other words, how you manage your corporate knowledge assets is directly related to your ability to maximize performance and drive business success.

A SOLUTION TO THE PERFORMANCE PROBLEM

The mission of RWD uPerform® is simple: maximize workforce performance and, consequently, your organization's bottom line.

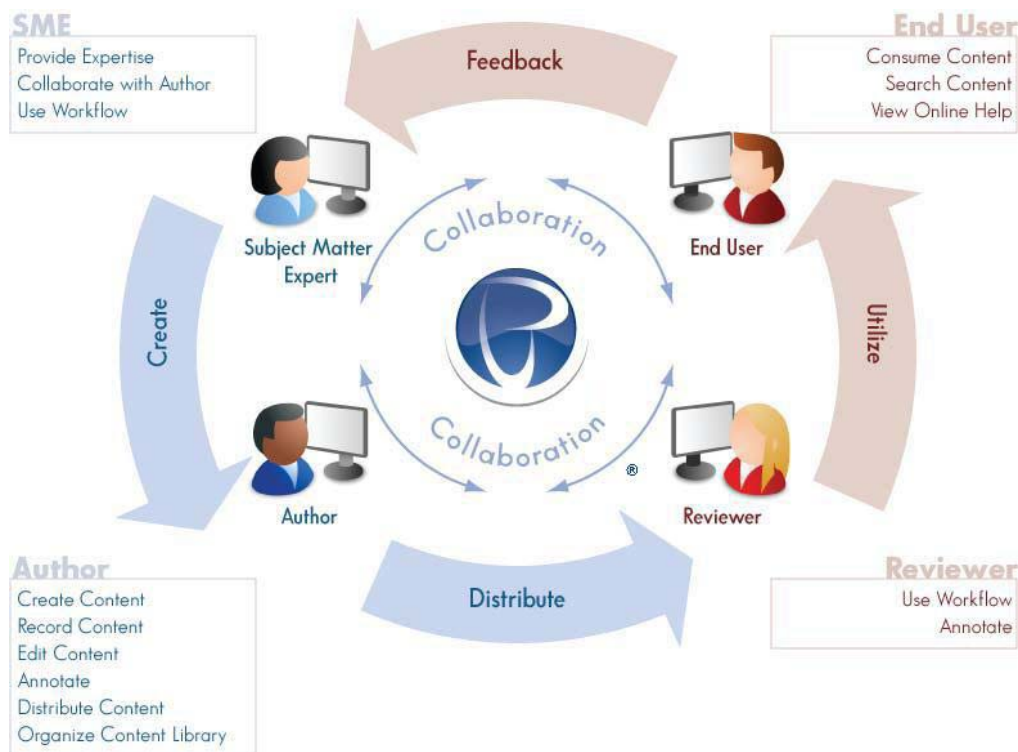
RWD uPerform addresses the loss of accrued organizational knowledge, the challenges of enabling a diverse workforce, and the use of complex technical applications by:

- Providing tools to capture knowledge
- Facilitating the retrieval of knowledge
- Helping prepare your workforce for change by encouraging users to share knowledge

Performance support technology in use today only goes part of the way in maximizing workforce performance. Current tools are capable of pushing information out to users, but fail in encouraging or facilitating a pull of knowledge from users. Consequently, organizations miss a key opportunity to capture vital information shared among workers – information now being documented on sticky notes, passed along at the water cooler, or shouted over cubicle partitions. What if, instead, users shared this information online and, even more importantly, had an easy way of giving feedback on content so the entire workforce could benefit? It is this complete circle – this knowledge lifecycle – that RWD uPerform provides.

What are some of the results organizations can expect to see from using RWD uPerform to manage the knowledge lifecycle?

- An enterprise-wide capability to manage varying needs of different business units and locations
- A smarter, more efficient, and more productive workforce
- A tool that values your people and respects their time by automating mundane tasks and facilitating collaboration
- A system that prepares your organization for continued change by first capturing your current knowledge and then enabling you to easily incorporate ongoing changes and facilitate feedback on processes and procedures over time



HOW RWD uPERFORM EMPOWERS YOUR WORKFORCE AND YOUR BUSINESS

Empowering Your Authors

RWD uPerform automates the process of creating the performance support materials your users need to do their jobs effectively. For online help and training procedures, authors simply record the desired application(s) and push that information to the web for rapid dissemination. To produce conceptual information and assessment tests, authors use the embedded eLearning editor to create eLearning courses. To provide a comprehensive collection of tasks and processes, authors can create printable student guides. In addition, authors can create course packages by combining documents and courses in a specific order for presentation to the user via an LMS. Published procedures and courses can be automatically organized according to role, process, business area, or other designation.

Empowering Your End Users

Your end users need task-level information that is accurate, relevant, and just-in-time. Moreover, they need quick access to the entire knowledge store that contains all the necessary information for success in their roles. RWD uPerform not only provides online, context-sensitive help, but also gives users a complete electronic performance support system (EPSS) to access procedures and courses. In addition, RWD uPerform gives users an easy way to share their own tips and tricks with authors and other users.

Empowering Your Business

Authors who spend less time performing mundane tasks will have more time to create and deliver content to your users. Users who find the right information during task execution and can share with others their accrued knowledge will complete tasks more quickly and prepare new workers more easily. Both segments of your workforce will contribute more to your bottom line.

THE ANCILE SOLUTIONS STORY: PROVEN DEPENDABILITY, CONTINUING INNOVATION

ANCILE Solutions, Inc.TM is a global software solutions company specializing in the development and support of learning and performance products. Our products support mission-critical business applications by providing solutions that increase employee productivity and proficiency. ANCILE products are used across all industries and in thousands of organizations globally. Our customers include over 50 of the companies in the Fortune 100.

ANCILE brings to our customers' table expertise in the fields of documentation and training development, learning management, change management, and eLearning. Our industry-leading application, RWD Info Pak®, was the thought leader in documentation acceleration and is used by more than 1,900 customers. Since the release of Info Pak more than 10 years ago, ANCILE has amassed a record of continuing product enhancements and robust customer support.

In response to feedback, RWD uPerform was released to build on our current capabilities by adding:

- An authoring environment that produces a single-source document (procedure plus simulation) and supports the rapid development and delivery of eLearning content and student guides
- Content management features, such as check in/checkout, versioning, and workflow
- Collaboration, including discussions and feedback mechanisms
- A client/server architecture to support large content libraries

COMPLETING THE EXCELLENCE LIFECYCLE

For a diverse workforce that needs to acquire and share knowledge to perform optimally, RWD uPerform® is an all-in-one content creation and collaboration solution that focuses on the performance of the user. By completing the knowledge lifecycle, uPerform expedites content creation, allows for robust content management, and enables your users to participate by sharing accumulated knowledge.

What does RWD uPerform do for you? Let's think about your workforce and the main phases of the knowledge acquisition, storage, and retrieval processes. You have authors, project administrators, and users who are involved in the following major phases:

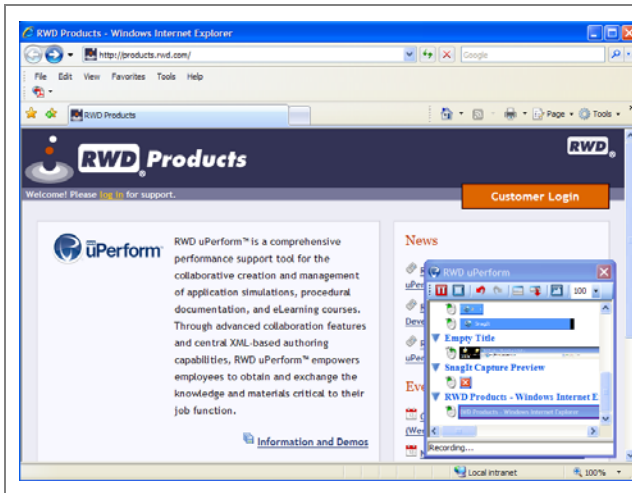
1. Create
2. Manage
3. Publish
4. Share

For each of these phases, RWD uPerform provides specific functionality and features.

CREATE

From the RWD uPerform interface, the author begins a recording session to capture his actions in a Microsoft Windows application (for example, SAP, Oracle, Siebel, web browsers, or other Windows applications). The recorder watches the author's actions as he clicks on buttons or enters data in fields. During recording, a real-time preview of the recorded actions is displayed.

After the initial recording session is completed, uPerform provides the author with a complete editing environment to edit the content as either a simulation or as a document. The authoring team can modify the standard delivered template to control format and layout of content, or they can create new custom templates to incorporate specific business needs. Editing options include inserting, copying, and pasting steps, screens, and notes. Edits made to one view are automatically applied to the other view as appropriate.



Record web-based and Microsoft Windows® applications and enterprise applications.

Capture menu selections, data entry, and mouse clicks.

In addition to the document and simulation views, the author can also display a graphical flow diagram. The diagram shows the procedural flow of the current document. As the author modifies the steps and screens in the document or simulation view, the flow diagram automatically updates to reflect the current procedural flow.

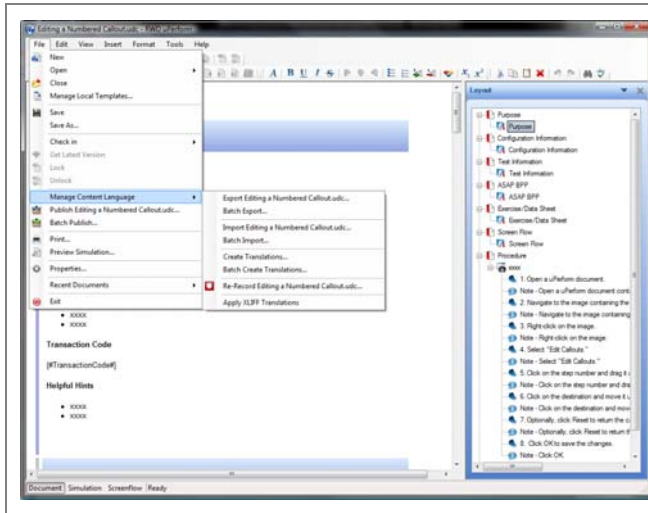
During editing, the author has access to glossary functionality to view a dictionary of terms and definitions managed by the uPerform server. The author clicks a button to automatically insert the preferred definition for each term into the document. These preferred definitions are definitions that match the context of the current document. The author can also suggest a new definition. The suggestion is reviewed by the project administrator and, if approved, becomes a new definition available to other authors.



Take advantage of robust editing functionality to insert and edit steps, notes, tables, and tooltips.

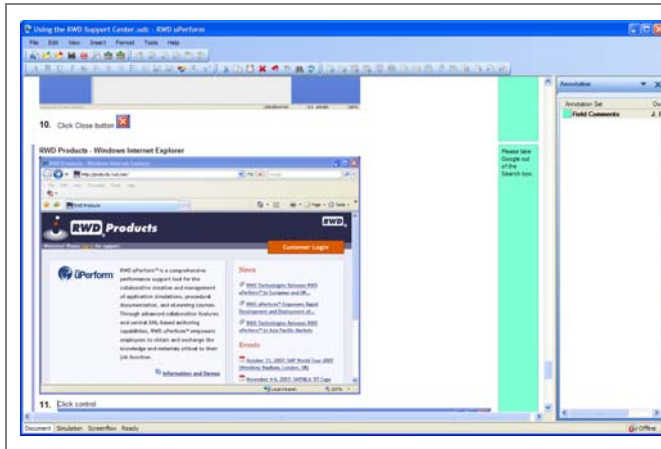
Create your own templates to customize content.

After editing is complete, the author can use translation functionality to create multiple translations of original content. The author can export .xlf files, make any necessary modifications to language-specific content, and import the edited files. In addition, guided re-record functionality provides a script for authors to use to easily create new language content based on an initial recording.



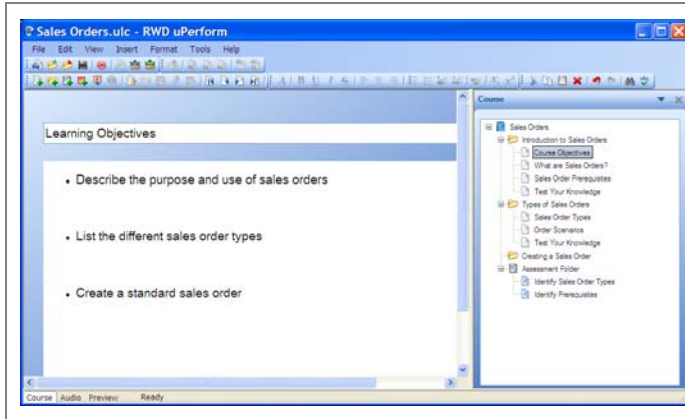
Use translation and Re-Record functionality to create multiple translated documents from an original source.

As part of the creation process, reviewers can add comments for the author. Comments are displayed as colored annotations adjacent to the content and are not visible to the users.



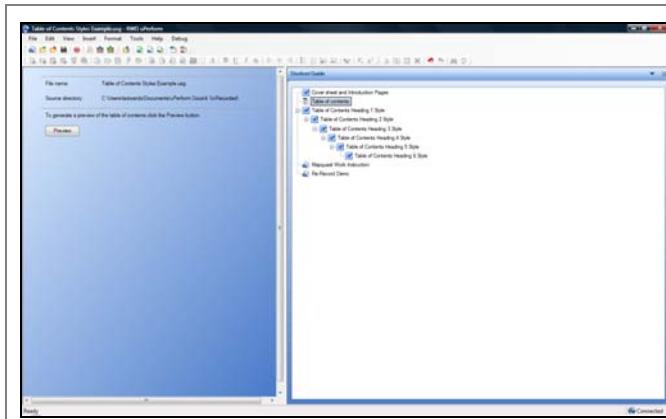
Create annotation sets to capture reviewer comments.

Authors can rapidly create and deliver eLearning courses that include conceptual information, graphics, audio, pop-ups, and self-check and assessment tests. Augmenting RWD uPerform procedures with eLearning content allows authors to provide a rich and comprehensive learning experience to end users.



Incorporate conceptual information, graphics, audio, and tests into rich eLearning content.

Authors can create student guides that combine concepts, procedures, and exercises related to a series of tasks or a process. By combining related information into one booklet, you can provide your end users with an easily printable collection of relevant content.



Incorporate RWD uPerform source files and Microsoft Word documents into a student guide.

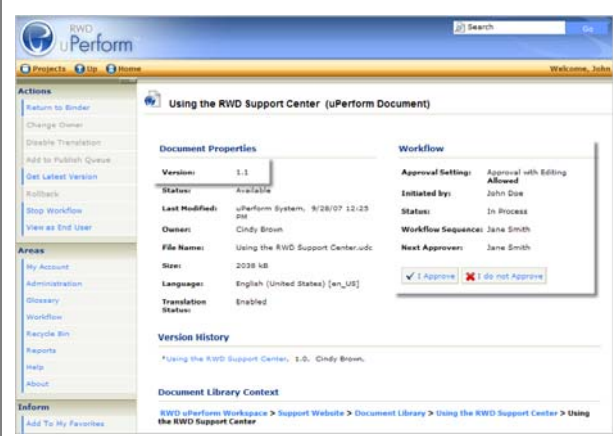
Authors can create also course packages that publish multiple uPerform content files into a single master SCORM package for import into an LMS. Content files can be organized in the order they will be presented to the end user.

MANAGE

In addition to content creation functionality, RWD uPerform provides several content management features, including versioning and workflow. The project administrator is typically responsible for configuring these features.

Part of the system administrator's task is to create accounts for the project authors and other administrators. These accounts provide project members with the proper read and write access to content. In addition, the administrator can optionally create named end user accounts to control access to content and provide a customized web experience. The administrator can also control access to content based on a user's group assignment. Alternately, users can be provided anonymous access to content.

The administrator initially creates the content library hierarchy, including folders and subfolders. The library provides the context to allow an administrator to tag content as applicable to a particular business unit, role, language, or similar classification.

	<p><i>Use versioning and workflow to track and route content.</i></p> <p><i>Organize the document library structure to meet authors' needs.</i></p>
--	---

Authors in other business units or geographies can leverage existing content to create a new, unique variant of content to incorporate a new context. For example, a variant can be created to incorporate another language. By default, this new language variant would have all the same content (for example, screens, steps, and notes) as the original content. However, the author would modify each screen to reflect the interface in a different language and would also modify steps and notes to display in the new language. If a change is made to the original content, the variants' authors are automatically notified of the change and can review their own content to see if any changes are necessary.

When content is ready for check in, the author can display a tree view of the entire document library. Each folder represents a specific context that can be applied to content. The author selects the folder corresponding to the context and clicks a button to check in the content for review and approval. The versioning functionality allows authors to retain a historical record of the content.

Workflows within RWD uPerform are aware of the context of procedural documents and courses. For example, content checked into a “Sales” folder may be reviewed and approved by one author and then routed to a reviewer for final quality assurance check. When an author checks in a new document to this folder, the author can initiate the Sales workflow.

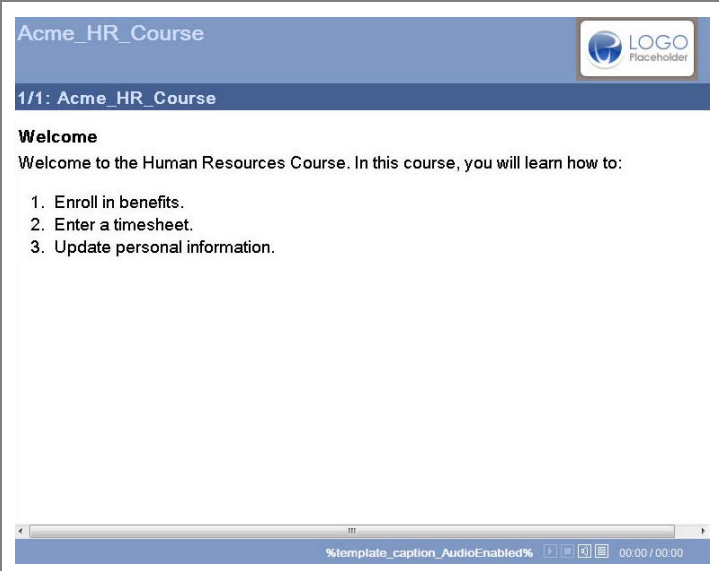
Reporting functionalities within the server include standard reports and the ability to create and edit custom reports, including reports for end user hit tracking. Reports allow you to generate summary data reflecting project progress and document activity.

On a daily basis, the RWD uPerform server also pushes out new glossary definitions into existing documents in the system.

PUBLISH

One of the final steps in performance support is the task of publishing content to users. The author can locally publish content to a variety of types and formats to preview and quality check the final display of materials. Authors can select from types such as work instruction, cue card, simulation, or course and formats such as PDF, HTML, Word, PowerPoint or Flash.

The administrator manages the server publish queue to create the desired output types and formats. If a template associated with content has been updated after publication, the administrator can elect to republish the content from the template cover page. Publishing tasks can be run daily during non-peak hours.

 <p>The screenshot shows a web browser window displaying a course page. The page has a blue header with the text 'Acme_HR_Course' and a 'LOGO Placeholder' icon. Below the header, the text '1/1: Acme_HR_Course' is visible. The main content area features a 'Welcome' section with the text 'Welcome to the Human Resources Course. In this course, you will learn how to:' followed by a numbered list: '1. Enroll in benefits.', '2. Enter a timesheet.', and '3. Update personal information.' At the bottom of the browser window, a status bar shows '%template_caption_AudioEnabled%' and a timer '00:00 / 00:00'.</p>	<p><i>Publish RWD uPerform content to support self-paced and classroom training and an online help system.</i></p>
---	--

SHARE

Sharing with the end user incorporates three key functions: online performance support (including just-in-time help), personalization, and collaboration and feedback on published content.

RWD uPerform automatically produces an electronic performance support system (EPSS) website that is organized based on the hierarchy your project has specified. This website provides access to documents, simulations, eLearning courses, student guides, and other content. The website can be organized by functional area, business process, job role, or other categorization; or organized dynamically based on values assigned to document properties.

All information in the website is full-text indexed. This ensures that users can find desired content, whether it is in a work instruction, simulation, or course.

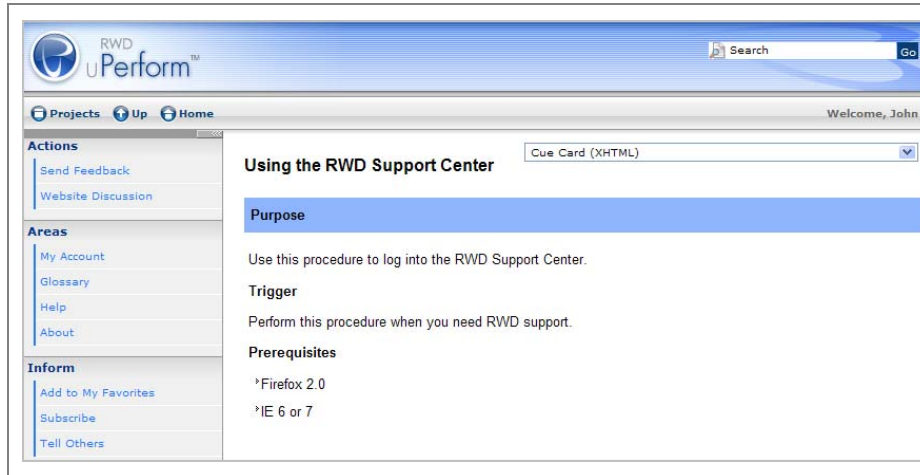
The most direct and effective help link possible is one from a particular application task to the relevant help document. End users can receive context-sensitive help from SAP, Microsoft Windows- and web-based applications, Oracle E-Business, Siebel, and PeopleSoft. The help displayed directly correlates to the task that the user is attempting to perform within the application. The help content is displayed in a stay-on-top mode to allow end users to refer to their procedural help and work in their application screens simultaneously.

In addition to the website and just-in-time help, RWD uPerform offers personalization, feedback, and collaboration features.

Users with accounts in RWD uPerform can personalize their access to content based on location and role. Users can see updates relating to all task sets or other content for which they have identified an interest, and they can subscribe to individual task information or to an entire business process. These subscriptions can be sent via email or presented on the personalized homepage. User favorites, or frequently-used tasks, are presented on the user's homepage as well.

A feedback link with each website content item allows the user to communicate directly with the content author. This feedback can be provided in real-time and can be retained to be used during content updates or revisions. The user can also see comments made by other users, thereby identifying outdated information quickly. Tips and tricks as well as the "watch outs" and pitfalls of performing a particular task are available when the user requests help.

Feedback and collaboration allow users to become a vital part of creating a center of excellence, completing the cycle of information from author to user and back again. All content related to a task is available via a context-sensitive link, and this information is constantly improved by the entire community.



Provide performance support to your users from a standard web browser.

Obtain feedback from users and capture collective knowledge.

PRODUCT FUNCTIONS IN DETAIL

CONTENT CREATION

<p>Recording Documents and Simulations</p>	<p>Record both a document and a simulation in one session.</p> <p>Record standard Microsoft Windows and Internet Explorer-based applications.</p> <p>Record the SAP GUI (HTML and Windows) and the SAP Enterprise Portal.</p> <p>Record the Oracle GUI.</p> <p>Record the PeopleSoft GUI.</p> <p>Capture actions across a series of applications or in a selected target application.</p> <p>Undo and redo actions while recording.</p> <p>Preview the sequence of recorded actions while recording.</p>
<p>Create eLearning Courses</p>	<p>Create eLearning courses that incorporate conceptual information, assessment objects, MP3 audio, and pop-ups.</p> <p>Use stencils to ensure consistent content and layout.</p> <p>Select assessment questions from a pool of questions, and provide correct/incorrect feedback for each assessment question.</p> <p>Import Microsoft PowerPoint content into a course.</p> <p>Import a single, self-contained Flash file (.swf) into a course page.</p> <p>Print the eLearning course storyboard.</p> <p>Create an adaptive end user experience using branches.</p> <p>Adjust aspect ratios on a course page.</p> <p>Switch stencils while preserving page content.</p>
<p>Create Student Guides</p>	<p>Create a printable collection of relevant content for end users.</p> <p>Insert RWD uPerform source files and Microsoft Word files.</p> <p>Publish to Microsoft Word format, and print for distribution.</p>
<p>Create Course Packages</p>	<p>Publish multiple uPerform content files to one master SCORM package.</p> <p>Insert uPerform source files.</p> <p>Publish to .zip format for import into an LMS.</p>
<p>Editing</p>	<p>Insert consistently-formatted steps, notes, and tables.</p> <p>Use annotations to provide inline comments.</p> <p>Customize templates to ensure consistency and maintain standards.</p> <p>Drag-and-drop pages and folders to rearrange course content.</p> <p>Modify the look-and-feel of standard sections and/or create new custom document layouts.</p> <p>Provide spell-checking capability.</p> <p>Automatically create a screenflow of the entire procedure in the document.</p>

Term and Definition Management	<p>Maintain a central repository of terms and definitions.</p> <p>Populate the definition for a term upon document check in.</p> <p>Create synonym(s) for a term.</p> <p>Support multiple definitions for a term based on the document context.</p> <p>Allow authors to suggest definitions for consideration and approval.</p> <p>Automatically globalize updated definitions on a daily frequency.</p> <p>Search for a glossary term or return data for a set of terms.</p> <p>Track term and definition usage within the document library.</p>
---------------------------------------	---

CONTENT MANAGEMENT

Check In/Check Out	<p>Check in new procedural and eLearning content for storage, workflow, and versioning.</p> <p>Check out a document, simulation, or eLearning course, locking the content for a single author's editing.</p> <p>Cancel a checkout to unlock content for editing.</p>
Storage/Organization	<p>Edit, move, copy, and delete content.</p> <p>Edit, move, copy, and delete folders and subfolders.</p> <p>Create and update content taxonomies.</p>
Versioning	<p>Version procedural and eLearning content via check in and checkout.</p> <p>Revert or rollback to a previous version.</p> <p>View the version history of content.</p>
Workflow	<p>Create and manage workflows.</p> <p>Specify an order of reviewers for an approval process.</p> <p>Enable reviewer notification to initiate the workflow process.</p> <p>View a "To Do" list of content in the reviewer's queue.</p> <p>Use annotations to provide inline comments.</p> <p>Approve or reject content in the workflow.</p> <p>View workflow history on the server and in the editor.</p>
Batch Operations	<p>Batch publish documents, simulations, and eLearning courses to a variety of formats.</p> <p>Use daily globalization tasks to push out definitions.</p> <p>Batch import Info Pak – Glossary and Info Pak – Web Architect database information.</p>

Collaboration	<p>Participate in author-to-author, author-to-reviewer, author-to-end user, and end user-to-end user discussions.</p> <p>Receive change notifications about content.</p> <p>View feedback from other authors, reviewers, and users.</p> <p>Add, update, and delete annotations to provide inline comments to content.</p>
Searching	<p>Execute simple searches by entering search terms.</p> <p>Execute advanced searches by specifying project and document type filters, and Boolean logic.</p>
Reporting and End User Statistics	<p>Generate publishing, glossary, project status, assessment status, and document status reports.</p> <p>Generate a custom report, including a report for end user statistics.</p>

CONTENT DISTRIBUTION

Publishing	<p>Publish to multiple publish output types (Exercise, Cue Card, Work Instruction, Quick Reference, Simulation, eLearning course, Course Package, Test Script).</p> <p>Create custom publish types.</p> <p>Select from multiple publish formats (PDF, HTML, Word, PowerPoint, Flash).</p> <p>Publish simulations in four output modes — Auto Playback, Standard, Self Test, and Assessment.</p> <p>Select from various skins and formats to customize the published eLearning course.</p> <p>Batch publish multiple output types and formats in unattended mode.</p> <p>Use express publish to output only updated content.</p> <p>Incorporate simulations and eLearning courses into a learning management system (LMS).</p>
Website Development and Display	<p>Automatically update the website when content or the navigation structure is modified.</p> <p>Organize the website by functional area, business process, job role, or other categorization.</p> <p>Organize the website based on values assigned to document properties.</p> <p>Customize the website display via industry-standard XML and XSL technologies.</p> <p>Link content to multiple navigation points within the website.</p> <p>Incorporate global taxonomies to provide potentially unique content based on geographic location, role, or nationality.</p> <p>Automatically filter content during browsing based on the user's language.</p> <p>Display the route from the homepage to the current page, item, or discussion.</p> <p>Display all associated documents (for example, "Also available as 'Create a Sample Order', 'Create a Service Order'").</p>

END USER EXPERIENCE

<p>Personalization</p>	<p>Subscribe to an item, page, or discussion to receive notification about content changes without having to access the website.</p> <p>Bookmark items, pages, or discussions as personal favorites.</p>
<p>Feedback and Sharing</p>	<p>Participate in author-to-end user and end user-to-end user discussions to grow and share knowledge.</p> <p>Provide feedback to authors on the effectiveness and accuracy of materials.</p> <p>Send feedback suggestions privately to the author, or participate in a public discussion.</p> <p>Use a tell others feature to send information links to other users.</p> <p>Receive notifications of new discussion postings.</p>
<p>Online Help (via Help Launchpad for SAP)</p>	<p>Launch any type or format of content to provide transaction-sensitive help for individual SAP transactions or screens.</p> <p>Enable content to stay-on-top of all desktop applications.</p> <p>Allow display of multiple items for one transaction or one item for multiple transactions.</p> <p>Deliver content for specific logon, language, company code, business area, SAP application client, SAP instance.</p> <p>Send training-related alert messages to end users based upon transaction.</p> <p>Generate text and graphical statistics reports on end user help usage.</p> <p>Collect statistics information anonymously or with user id.</p> <p>Incorporate backup help servers, load balancing, and lock out mechanisms.</p>
<p>Online Help for Microsoft Windows- and web-based applications)</p>	<p>Launch any type or format of content to provide context-sensitive help for Microsoft Windows- and web-based applications.</p> <p>Enable content to stay-on-top of all desktop applications.</p>
<p>Online Help for Oracle E-Business</p>	<p>Launch any type or format of content to provide context-sensitive help for Oracle E-Business.</p> <p>Enable content to stay-on-top of all desktop applications.</p>
<p>Online Help for PeopleSoft</p>	<p>Launch any type or format of content to provide context-sensitive help for PeopleSoft.</p> <p>Enable content to stay-on-top of all desktop applications.</p>

ARCHITECTURE

<p>Technical Specifications</p>	<p>Compatible with Microsoft Windows XP, Microsoft Windows Vista Business, and Windows 7 Professional or Enterprise in the authoring environment. (Viewing of content by end users is supported in Windows XP, Windows Vista, and Windows 7.)</p> <p>Server application compatible with Microsoft Windows Server 2003 SP1, SP2, or R2 and SQL Server 2005 SP2 or SP3, Oracle 10g R2, or IBM DB2 9.7.</p> <p>Record standard Microsoft® Windows- and web-based applications; the SAP GUI (HTML and Windows), as well as SAP Enterprise Portal 6.0 and 7.0; SAP CRM, SAP SRM, Oracle 11i and 12 E-Business Suite; PeopleSoft 8.8 SP1 and 9.0, and Siebel CRM Financials and Sales 8.0.</p> <p>Provide scalability to support projects with hundreds or thousands of documents.</p> <p>Leverage XML formatting and capabilities for content structure.</p> <p>Conform to AICC 2.2, SCORM 1.2, or SCORM 2004 for simulation packaging and eLearning content.</p> <p>Display content using the Firefox 3.0 and 3.5 and Internet Explorer 7.0, or 8.0 web browsers.</p>
<p>Language Support</p>	<p>User interface and customizable boilerplate text available in the following languages: Bulgarian, Catalan, Chinese (Traditional and Simplified), 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.</p> <p>Ability to export, edit, and import documents to facilitate translation.</p> <p>Use guided re-record to create multiple translated documents from an originally recorded document.</p>
<p>User Interface</p>	<p>Access all the tools needed to create, edit, manage, and publish procedural and eLearning content from one application.</p> <p>Allow each user to personalize his/her learning experience by customizing subscriptions, discussions, and favorites on a homepage.</p> <p>Allow anonymous end users to select a language when viewing content.</p>
<p>User Management</p>	<p>Create, edit, and delete author, administrator, and end user accounts.</p> <p>Control access to content by user group assignment.</p> <p>Authenticate end users and authorize for specific information in the system.</p> <p>Import user accounts from a from a directory server or source file..</p> <p>Authenticate users via Single Sign On (SSO) against a Microsoft Windows Domain using Microsoft Internet Explorer.</p>
<p>System Administration</p>	<p>Support routine procedures for backup and restore operations.</p> <p>Use generated logs to troubleshoot and diagnose.</p> <p>Support HTTPS.</p> <p>Enable SSO with CA SiteMinder and Tivoli Access Manager.</p>

	Integrate RWD uPerform with SAP Solution Manager and HP Quality Center.
Compatibility with RWD Info Pak	<p>Transform RWD Info Pak content into uPerform content.</p> <p>Link RWD Info Pak content to the RWD uPerform website.</p> <p>Generate context and website structure using Info Pak data.</p> <p>Allow for import of Info Pak terms and definitions.</p>

SUPPORT

Product Support Desk	Help desk support available in North and South America, Europe, Australia, and Japan.
Support Website	Support website in English with news and technical information, FAQs, and user manuals.
Documentation	Complete user manuals and online help available in US English, French, German, and Japanese.
Training	Professional training, conducted by experienced content developers, available.
User Group	Active user group community available via online discussion forums and yearly conference event.
Professional Services	Additional product consulting services are available.

For more information on RWD uPerform® and other ANCILE Solutions products, contact info@ANCILE.com.

ANCILESolutions, Inc.™