



What is EpiPlex?

EpiPlex™ is a system that enables performance by managing and linking business processes to the outcomes that must be achieved and to the people who must accomplish the work. It is a means to accomplish business performance through human performance by supporting the business processes that are critical to success. EpiPlex is the first system to address the fundamental needs of organizations around expressing, capturing, managing, and growing business processes, then producing an arsenal of assets that enable business performers to achieve outcomes with a minimum of training, learning, and support.

EpiPlex's core capability is *capture*, which is the ability to observe and gather the key elements of performer actions as they accomplish work in the computer applications that support the business. EpiPlex captures and organizes the process assets necessary to create performance enablers, including screen images, menus, buttons, fields, the names of controls, the actions taken on such controls, the underlying activities of the operating system and/or browser that define communication between the user interface and the logic of software, and more.

A comprehensive capture repository provides a rich set of resources for creating performance support of the form *Show Me*, *Guide Me*, *Let Me Try*, *Test Me*, and *Do It For Me*. EpiPlex includes utilities that create such support automatically. It provides the means to analyze business and organizational processes through remote capture and analysis tools, then provides the means to benchmark how well the organization is accomplishing its goals through enterprise business software, then improves it via non-intrusive interventions. EpiPlex is therefore the first application to comprehensively address business needs to realize large and positive returns on technology investments. **EpiPlex** increases productivity, reduces capital investments, employs best business practices *adaptively* and *continuously*, and ensures business performance through human performance.

EpiPlex accomplishes its goals by supplying a comprehensive set of solution development and delivery products based on its core capture technology. For an organization to meet its goals, it must be flexible in terms of *getting the right process right*, rapidly creating performance-centered knowledge assets, then making the knowledge objects accessible to performers at the time of need. **EpiPlex's** knowledge objects are **Processes**, **Process Models**, **Process Documents**, **Process Animations**, **Process Simulations**, **Process Assessments**, **Active Cue Cards** (live-in-the-application *Guide Me* objects), **Genies** (live-in-the-application *Do It For Me* wizards), **User Interface Forms**, **Projects** that logically integrate all other object types, **Context Maps** that tie application workflow to knowledge objects, and **Intelligent Dialogues** that present knowledge objects at the time of need.

EpiPlex creates workflow solutions that integrate existing enterprise applications without requiring access to source code. Because there is no commingling of computer code, the software development lifecycle is shorter by up to 90%. **EpiPlex** integrates applications on the front-end, where performers interact with software, making solutions simpler and more efficient. Over 70% of processes that formerly required knowledge of complex navigation and a mental picture of an enterprise application's data can be accomplished immediately and with no training using EpiPlex interventions. In general, EpiPlex reduces the total cost of ownership of enterprise business process support by up to 85% as compared with conventional best practices.



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