

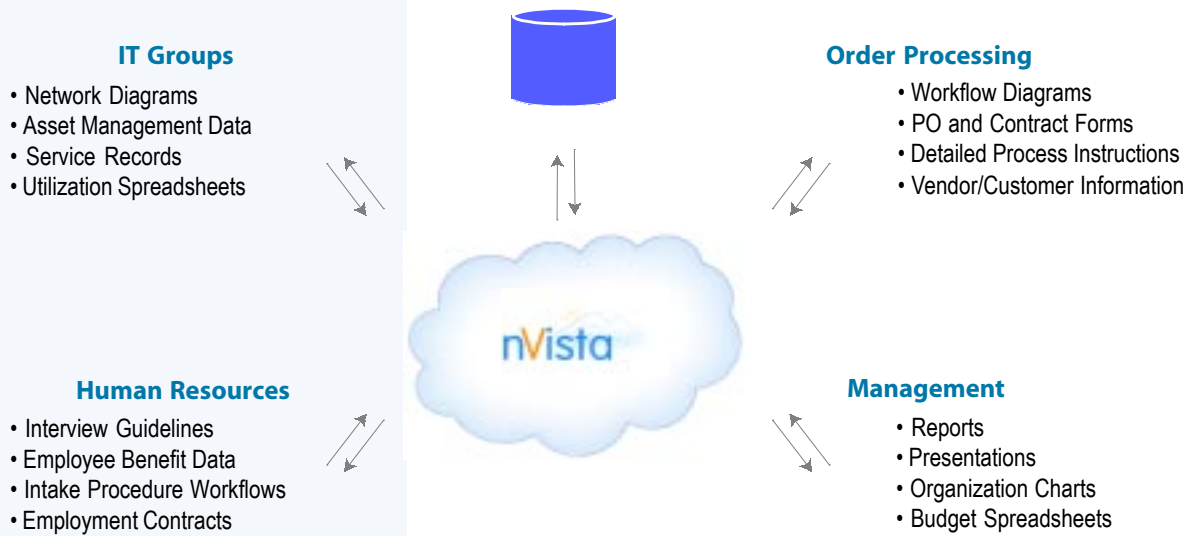


Web-enabled business documentation

Providing access to information about your organization's infrastructure and processes is critical for business continuity, surviving the loss of key employees and making smart decisions. nVista consolidates all of your enterprise data in a single, cohesive, graphical repository that's accessible across your organization.

By allowing stakeholders to update, mark up and annotate diagrams right from their browsers, nVista ensures that your business documentation remains accurate and delivers the right information to the right people at the right time.


Employee Knowledge Through Collaboration



nVista graphically displays complex information to help you:

- Prepare for business interruptions and disaster recovery,
- Minimize the impact of the departure of key employees, and
- Manage access to enterprise information.





vis-ta(n) An awareness of a range of events or subjects, a broad mental view.

the problem

Maintaining accurate enterprise information and delivering it across the office or around the globe.

Your business is made up of many interlocking processes and data repositories. For IT networks, this may include what hardware and software is deployed, where equipment is located, when it was purchased, how components are connected across the system and who maintains it. In the business context, it may involve step-by-step workflows, form letters, contract templates, corporate presentations and reports.

It's no secret that documenting and providing access to this information is necessary, but few businesses do it successfully. Why? Because the data changes constantly. By the time documentation is complete, it's no longer accurate. The result: in a typical business, information about assets, workflows and procedures are maintained in notebooks, on scraps of paper, in individuals' memories or in other repositories not available to the enterprise at large. Not only is the organization deprived of critical information, but when employees leave, immense amounts of knowledge leave with them.

Thus the dilemma: in order to minimize the impact of business interruption and the loss of key employees, an enterprise must be well documented. But because maintaining accurate documentation is so difficult, most enterprises abandon the efforts, and what little centralized information does exist goes unused.

the solution

Store everything you need centrally and let everyone in your organization help keep the information current.

By Web-publishing netViz projects, nVista helps you store and distribute crucial business data in a graphical, user-friendly environment. nVista allows everyone in your organization to update and edit data right from their browsers. The result: a team-built, living project that can help you accommodate personnel turnovers, recover from facility failures and preserve institutional knowledge.

Make enterprise data available anytime, anywhere - nVista consolidates information from across your enterprise into a single, collaborative, secure environment. Because nVista resides on your Intranet, employees can explore nVista information from customer sites, satellite offices or home, 24/7.

Depict Data Graphically - People understand complicated information more easily when it's displayed graphically. Working seamlessly with netViz desktop software, nVista depicts your information in user-friendly graphical diagrams, so it's accessible to everyone who needs it.

Embed External Documents - You probably have lots of unstructured information like documents, spreadsheets, templates, and presentations that you'd like to make available across your enterprise. This may include employee-contact information, customer data, form letters, corporate guidelines, and the like. It's easy to embed these files into your nVista project. Users with access rights can view or download them as needed.

Collaborate on Documentation - nVista users can mark up diagrams right from their browsers. Allowing stakeholders to correct or update documentation empowers everyone in your organization to help keep nVista information current.

The operations group in Chicago gets a call about a Cisco 5505 router in Miami that isn't working correctly. The caller says that the router only has 64 MB of memory, and that it might be a good idea to add more.

A tech-support rep logs on to nVista and sees a United States map showing the company's WAN backbone. She zooms in on Miami and drills down to the South Miami NOC. From her nVista screen, the rep does a search throughout the facility for all 5505s. By clicking on a search-result record, the rep opens a diagram that shows a photograph of the wiring closet containing the suspect router. The rep clicks on the router to access its service history, technical manuals and see all of its specifications, and confirms that it was originally deployed with 64 MB of RAM. But then she sees a "note" placed on the router by another nVista user. She opens it and reads that a week earlier, someone else noticed the problem and added 64 MB of RAM. The rep posts a quick response to the note explaining that the extra RAM didn't solve the problem. She launches the company's trouble ticket software from her nVista diagram and enters a report.



Information Technology



Business Process Management

A new employee responsible for processing orders is given access to the portions of his company's nVista project that show step-by-step procedures for completing orders. Without any guidance from existing personnel, he follows the steps shown on the nVista screen to begin working on his first order.

The employee reaches a step in the process that doesn't make sense. After investigating, he learns that there is a mistake in the documentation. Using the nVista annotation tools, he makes a correction on the diagram. The next person who relies on nVista to fulfill an order will be able to work through the process without wasting any time. Not only has this new employee learned something, but nVista allowed him to make the new information instantly available to others across the enterprise.

Shortly after the human resources manager resigns his position, a new employee reports for work. An administrative assistant logs on to nVista and navigates to the human resources section of the company's nVista project. He drills down on the "New Employee Intake" page and graphically sees all the steps necessary for processing new employees.

Using nothing but the company's nVista project, he downloads and prints tax forms, the employee manual, and the company's employment agreement. He also uses contact information in the project to notify the people responsible for setting up e-mail accounts, network access and telephone lines.



Human Resources