Capture Knowledge, Deliver Answers ™

Exsys History

With a 27-year history of proven, continuous use, Exsys Inc. is not only one of the most successful expert system tools, but among the longest-lived software programs of any kind. Exsys has always been a leader in expert systems with the first development tools aimed at non-programmer domain experts, and the first company providing the ability to run interactive expert systems on the Web. Over the years, the Exsys tools have been enhanced in many ways, but always with a focus on solving real-world problems through a practical expert system development paradigm.

Capture Knowledge – Deliver Answers

Exsys' proprietary proven technology enables the building and deployment of interactive expertise advisory systems, which deliver a company's most valuable asset, expert knowledge – to the people that need it, whenever they need it – 24/7. Effectively distributed enterprise-wide, organizations are increasing productivity, cutting costs and improving customer relations – while creating new profit centers and achieving demonstrable return on investment. Exsys software captures decision-making knowledge and automatically delivers it to improve performance, capability and efficiency, while reducing training and costly errors. Fortune 100 companies, many Government agencies and thousands of businesses and organizations use Exsys products.

Products and Services

Exsys products and services provide ways to capture expert knowledge and decision-making processes in ways that allow computers to emulate the interaction people have with human experts to solve problems. Exsys software makes it very desirable and practical for firms to deliver expertise in online interactive systems.

Applications are multi-platform adaptable for enterprise-wide integration and run from Web sites, intranets and client-side. They capture expertise and disseminate knowledge to handle mission-critical projects, automate routine tasks, assist in selection processes, analyze data streams, enhance customer/product support, and ensure policy compliance – any area where consistent, logical decisions are needed.

> " Exsys stands head and shoulders above all other expert systems tools in the usability race and robust functionality."
>
> **Ed Mahler, Manager of IT and Strategic Planning at DuPont for 23 Years**

> "Firms believe online advice is a necessary and immediate next step to further enhance their online customer relationships."

> "Firms that master the ability to industrialize their expertise will be able to introduce high-end services to the mainstream retail market."

> With expertise growing in importance, smart firms will retain as much specialized know-how as they can. Now is the time to establish relationships with subject gurus whose knowledge can be bottled and shipped to your customers.
>
> **Forrester**

> "We absolutely have to do this (online advice) now to compete - every one of our competitors is doing this and we don't want to be left behind."

> "These online solutions will enable our advisors to spend more time with their customers."
>
> **Forrester Report – Overhauling Advice**

Exsys, Inc. is your exclusive source for Exsys software, services and expert system expertise.

Exsys Inc. provides cost-effective software, training, support, and consulting to help businesses deliver knowledge and decision-making expertise throughout their organizations - to prospects, clients, partners and employees. Exsys development software enables an expert to "describe" the steps in a decision - making process much as they would to another human. A flexible interactive interface is used to query and gather input from system users. The Exsys inference engine automatically combines relevant information, and provides customized recommendations.

Exsys Corvid® represents a proven breakthrough in expert system technology incorporating an object-structured methodology, Logic Blocks and spreadsheet type Action Blocks. Systems can be easily integrated into current and future MIS architectures. Data can be accessed from databases, XML or other sources. Corvid systems can run client-side via small Java applets or run server-side via Java Servlets, and can be tailored to match the look and feel of existing Web sites. Corvid applications can be deployed on the Web, or run stand-alone on any computer that supports Java including Windows, Mac, UNIX and Linux platforms. A wide range of interfaces and controls are available for how questions are asked of the system user, and for integration into an overall MIS architecture.

Exsys Corvid systems make employees more capable and productive, provide the brains in "virtual representatives" on the Web, automate customer support, provide cross-selling opportunities, assure regulations are followed consistently, perform background filtering, and analysis of data streams.

Focus & Vision

The focus of the company is on software sales and consulting for businesses wanting to implement expert system delivery of knowledge throughout their organization - to prospects, clients, and employees. A key focus area has been on using expert systems for Web-based delivery of decision-making knowledge and advice. Online interactive expert systems can function as virtual sales people, provide "Smart forms", assist customers in product selection, perform configurations and diagnostics, and solve many problems on the Internet and intranets. Many incorporate systems within other technologies.

The need to deliver knowledge extends across all businesses and industries. Exsys has generic tools able to build systems for any domain, with ongoing support for evolving technologies.

Expert systems are the only technology that allows an interactive, direct delivery of "best fit" decision-making knowledge to end users. Current Web sites supply vast amounts of information. We can help provide what people really want – **Answers!**

www.exsys.com
© Exsys, Inc. +1.505.888.9494, info@exsys.com

The (expert system) maintenance cost was less than one tenth of the achieved cost avoidance. The US Air Force Oil analysis programs reported a total cost avoidance figure of $15 million dollars in F-16 engine damages. A conservative estimate for the total cost avoidance generated in the USAF by oil analysis would be over $100 million dollars."

Machinery Oil Analysis - Methods, Automation & Benefits, Larry A. Toms

"Still running and providing enormous savings over the last 12 years, Canadian Pacific Railroad uses an expert system to predict component failure in diesel locomotive engines. The system has been highly successful at CP and has saved the company hundreds of millions of dollars."

Canadian Pacific Railroad

"Industry and military users have reported that the Asbestos Advisor has been used by up to 80,000 business in the first year on the Internet. OSHA's Interactive Expert Advisors are a top finalist in the Innovations in American Government Awards

OSHA Trade News

"Expert systems also called knowledge-based systems are computer programs that use expertise to assist people in performing a wide variety of functions. Thousands of systems are now in routine use worldwide, and span the full spectrum of activities in business, industry and government. Economic gain has been realized along many dimensions: speed-up of professional work, internal cost savings on operations, return on investment, improved quality and consistency of decision-making, new products and services, captured organizational know-how, improvements in the way a company does its business, crisis management, and simulation of innovation."

Communications of the ACM