



Move Beyond Information Overload - Provide Answers

EXPERTISE AT YOUR FINGERTIPS

Decisions demand expert answers - But how to get expert advice without being inundated with data? And how to share it?

Knowledge automation systems bring expert advice to all kinds of decision-making - they capture the logical decision processes of domain experts and provide it to those needing to solve problems 24/7/365.

A new paradigm of advisory interactive products - Exsys software and services help you capture the knowledge and experience of highly skilled people. Expertise is then available in interactive online systems when and where it's needed in a way that works with any IT environment and decision support strategies.

Deliver Answers, Not Just Information

Expertise is more than facts and data; it's knowledge that provides the correct recommendation based on each individual's particular situation and needs. Reams of reports, manuals, blogs, lists of FAQs, and data warehouses don't deliver expertise; they provide the raw information experts refine into knowledge. Knowledge automation expert systems provide a way to capture and deliver the know-how human experts can provide.

Solve Problems Like a Pro

Experts solve problems systematically. One piece at a time, fitting facts together to arrive at conclusions, laying the groundwork for good advice —*“What are your investment goals? How high is your tolerance for risk? If your goal is capital appreciation and your tolerance for risk is high, consider the following investment options . . .”*

Let Your Best People Do What They Do Best — Think & Create

Computers don't think—people do. Knowledge automation systems capture the existing knowledge in your organization and apply it to business practices such as product recommendations, filling out forms, technical support issues, equipment repairs, and customer service requests. They can save an enormous amount of time and money by automating the solving of well-understood common problems. This frees up human experts from interruption so they can handle unique and creative tasks.

Further information
available from:

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Look Smart to Customers

Knowledge automation systems emulate the one-on-one interaction your customers have with top-notch sales and support personnel. Using unique levels of analysis and sophistication, they make interaction more intelligent — “consult” with customers, making expert recommendations, explaining how and why conclusions were reached.

The system's logic drives it to only ask questions needed to make a recommendation. All relevant questions are asked, and no irrelevant questions are asked. The data can be analyzed as it is being collected, and the system can provide appropriate follow-up forms or reports.

Work Round the Clock, Around the World, Throughout the Enterprise

Human experts usually share their know-how with only a limited number of people, a small amount of the time. Expert systems, however—through Internet, intranet, extranet, wireless and stand-alone delivery— provide expertise 24 hours a day, seven days a week, anywhere in the world, to as many people as your organization needs to reach.

Capture Expertise Before It Gets Away

By capturing the experience and knowledge of your most skilled people, expert systems preserve and document problem-solving processes. This is especially important in company mergers and employee retirement situations. They maintain valuable expertise, and are available when the experts are not. Whether it's interpreting complex data or handling a rare but high-consequence situation, expert systems are at the ready when needed.

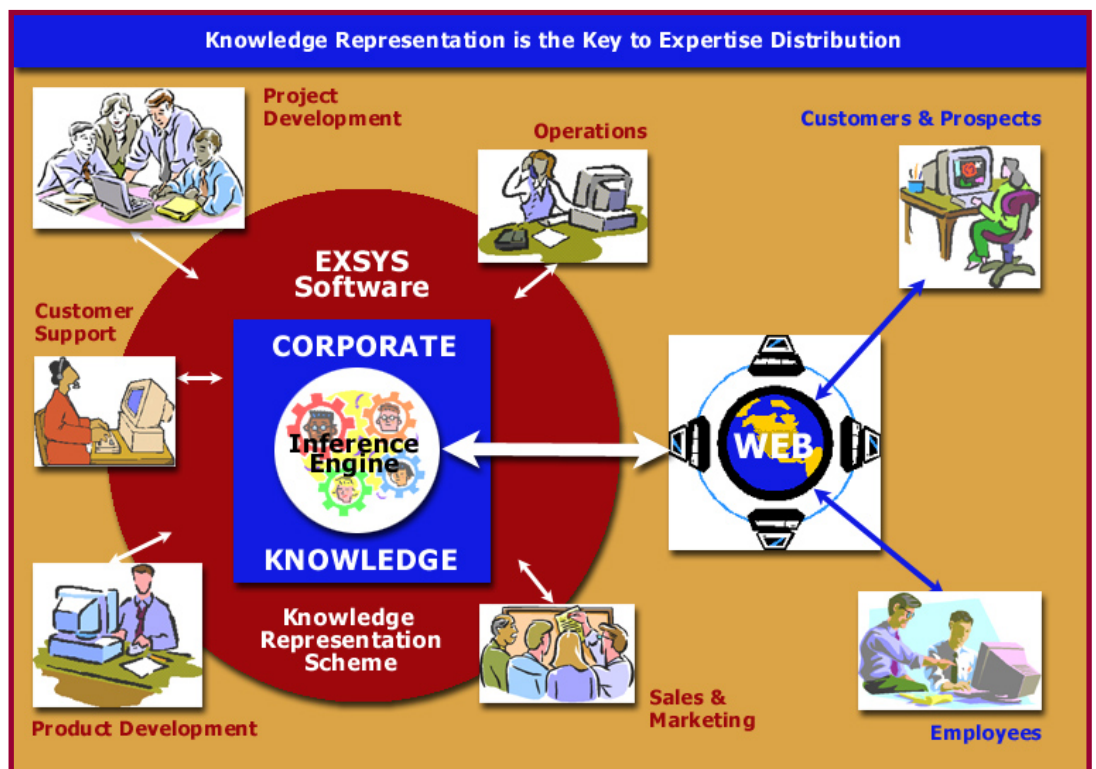
Put All Your Heads Together

Consensus builds better solutions. Expert systems document decision-making steps, policies and procedures. The process of building expert systems enables many people to collaborate on the best knowledge and solutions to problems. By aggregating expertise—pulling together "know-how" about diverse subjects—expert systems extend the capabilities of your top experts and expand business processes.

By implementing interactive expertise, firms can service a wider range of products and customers, identify more cross-selling opportunities, and operate more effectively. Additional cost and time-savings will result, and company policies and regulatory requirements can be met.

Lean & Mean Business Intelligence - Share New Knowledge

In today's climate of corporate mergers, expert systems provide the ideal way to quickly and efficiently disseminate new knowledge and policies throughout an organization. By implementing interactive expertise, firms can service a wider range of products and customers, identify more cross-selling opportunities, and operate more effectively.



“Great advice comes from the ability to cut through loads of information, identify the salient points, and transform them into a course of action. Simply building models that process gigabytes of historical data — and opening them up to customers — will not create sustainable, competitive advantage. Without the right conduits — both human and electronic — even the best advice will be lost in the sea of information that is the Net.”

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Putting Interactive Expertise to Work

Exsys, Inc. has more than 23 years of experience in development software and implementation of expert systems. Our software products and services have helped organizations field thousands of expert systems worldwide.

Our customers include organizations of all sizes from all areas of business, finance, government, military, healthcare, utilities, telecommunications, engineering, environmental, compliance, science, manufacturing, education, and many more.

Interactive Expertise Technology



Exsys Corvid software gives you all the power and flexibility you need to handle most problem-solving situations whether simple or complicated. EXSYS Inc.'s software products make development of even complex advisory systems easy and practical. You do not have to be a software engineer to build and maintain your expert systems.

Exsys Corvid represents a revolutionary new breakthrough in expert system technology incorporating an object structure methodology, *Logic Blocks*, and easy integration into current and future MIS architectures. Data can be accessed from a wide range of sources.

Exsys development software enables an expert to “describe” the steps in a decision-making process much as they would to another human. It then converts this easily read form of the knowledge to rules. The Exsys Corvid Inference Engine, the primary powerful internal component of our software, executes the rules in the system to ask questions, evaluate and analyze data and generate conclusions.

Users interact with systems via their browser. This provides a unique “expert consultation” for the users. The system can display its decision-making logic, and provide results in a variety of report options, forms, formats or links. Expert systems may be run online, embedded in emails, or be provided as downloadable, stand-alone applications for use off line.

Exsys Corvid systems run client-side via small Java applets, or server-side using the Exsys Corvid Servlet Runtime program 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.

Set Your Sites on the Web

Expert systems on the Web offer more than just additional content. Instead of just providing information on your Web site, expert systems allow your firm to provide “online interactive expertise”. They enable next-generation Web capabilities such as customized advice, and personalized, targeted customer marketing and support - even new advisory product revenue streams.

They provide the *brains* behind your “virtual sales/support staff” — bringing much needed answers to those that need it, when they need it. Instead of search engines or database calls that might only produce a “guess”, online knowledge automation expert systems always provide the “best fit” information for each site visitor.

"Firms must begin weaving guidance into fabric of their products so that consumers can make and act on decisions in an intuitive way. Aggressive firms will jump start their strategies by licensing strong advice technology..."

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"Online advice will become as essential as online trading..."

Provide Advice Online to Handle Almost Any Problem

We'll help you apply and share your firm's expertise in many areas including:

- "Virtual Sales/Support" Help Desk
- Decision Support
- Compliance - Policy/ Regulatory
- Configuration / Scheduling
- Product/Technical Support
- CRM and Customer Service
- Diagnostics
- Human Resources
- Product Configuration and Selection
- Predictive Maintenance
- Quality Control
- Planning and Design
- Training
- Troubleshooting
- Smart Questionnaires
- Automating Routine Tasks

For more information, to arrange a Web demonstration, to access customer systems, and learn how Exsys can make Knowledge Automation Expert System technology the deciding factor in your knowledge automation strategy contact:



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Capturing Decision Making Expertise for Knowledge Dissemination