

Vanguard Knowledge Automation System™

Turn routine processes into easy-to-use Web Apps

Vanguard Knowledge Automation System lets you capture routine business processes in the form of easy-to-use Web applications. Users at any skill level can apply these applications without having to understand anything about the expertise behind them.

Our Knowledge Automation solutions range from Web-based Expert Systems such as call centers and help desks to dynamic Business Rules systems that automate complex processes. What these systems have in common is that the underlying logic can be mapped as decision trees or business rules. Vanguard automatically translates trees and rules into interactive question and answer sessions that anyone can follow using just their Web browser.

Receive Measurable Benefits

- Streamline business processes
- Improve quality, reliability, consistency, and speed of results
- Improve customer satisfaction
- Reduce overall costs

Provide stellar support

Support both employees and customers with fast, highly sophisticated yet simple applications that give users the decision-making skills of experts in an easy Web-based question-and-answer interface.

Reduce costs

Because all sales and support staff are applying the same decision-making logic throughout your organization, you are able to ensure quality and performance stability. This all leads to reduced costs and improved business performance.

Make employees more savvy

Capturing knowledge and processes in a computer-based form gives you a long-term, strategic asset – employees can leave and take their knowledge at any time, but capturing it gives everyone the ability to perform like stars, and ensures uninterrupted productivity in support, sales, and your overall business.

Easily Automate

Call Center Support

- Call Center Scripting
- Sales Scripting
- Help Desk Scripting

Web Self-Service

- Product Selectors
- Ordering Systems
- Guided Troubleshooting
- Diagnosis Assistance
- Instructional Systems
- Debugging Tools

Advanced Systems

- Process Automation
- Decision Automation
- Claims Processing
- Application Reviews
- Data Analysis
- Operations Monitoring
- Business Rules Systems
- And many more....

Why Vanguard

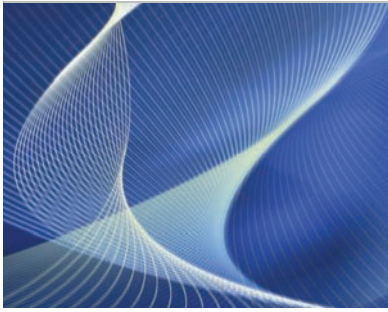
Vanguard makes it easy and cost-effective

Knowledge Automation applications built on Vanguard don't require an expensive IT development, can be maintained by individuals without programming experience, and can be quickly and easily updated to reflect changing business requirements.

Vanguard's unique mix of Expert System technology (rule-based systems) and powerful analytic abilities make it ideal for automating processes that rely on a mix of rules and analytics such as forecasting, production scheduling, resource planning, guided support systems, and other routine processes. What's more, Vanguard supports a wide variety of protocols for integrating with your existing business systems.

Vanguard is the only application that combines:

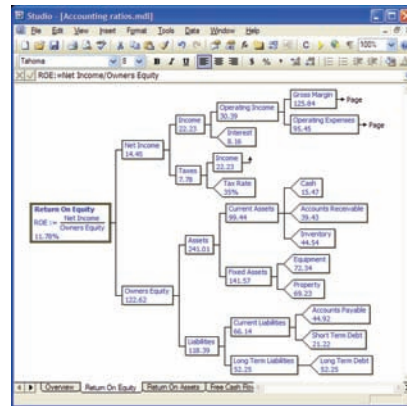
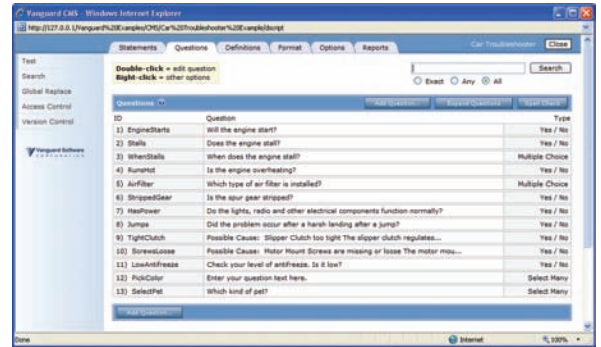
- Advanced knowledge-capture techniques,
- Powerful decision analysis capabilities,
- Easy integration with existing systems,
- Collaborative development infrastructure,
- Flexible, Web-based deployment.



Knowledge Automation System Components

Vanguard CMS™

Vanguard CMS is a Web-based application that helps nonprogrammers to collaborate and turn routine processes and procedures into automated expert systems.

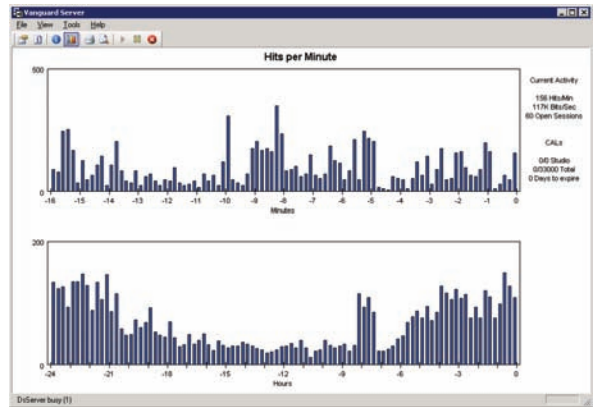


Vanguard Studio™

Vanguard Studio offers power and flexibility to both programmers and nonprogrammers in a desktop application with integrated visual designers.

Vanguard Server™

Applications developed using Vanguard CMS or Vanguard Studio are hosted on the Web using the Vanguard Server. The Vanguard Server is an enterprise-class, application-hosting environment for all your Web or Intranet applications. It supports multi-server environments with load balancing for high capacity and failover for high availability.



About Vanguard

Vanguard introduced its first product for decision support analysis in 1995. Today, thousands of companies in over 60 countries and in every major industry use our products for tasks ranging from strategic planning to customer surveys. This success is a reflection of our commitment to technical innovation, customer support, and responsible management.

Vanguard's products are used by over 2,000 companies including one third of the Fortune 100. We have proven ourselves, not just in creating great technologies, but also in bringing these technologies to you in the form of reliable, easy-to-use, affordable products. From the most accurate forecast benchmarks ever recorded to the first commercial Monte Carlo simulation grid, Vanguard remains at the forefront of technical and business innovation.

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Vanguard Studio for Knowledge Automation



Vanguard Studio is a desktop development environment for automated decision-support Web applications. Vanguard Studio allows you to develop both decision tree and rule-based models and then convert these models into interactive Wizard-style Web applications.



Key Benefits

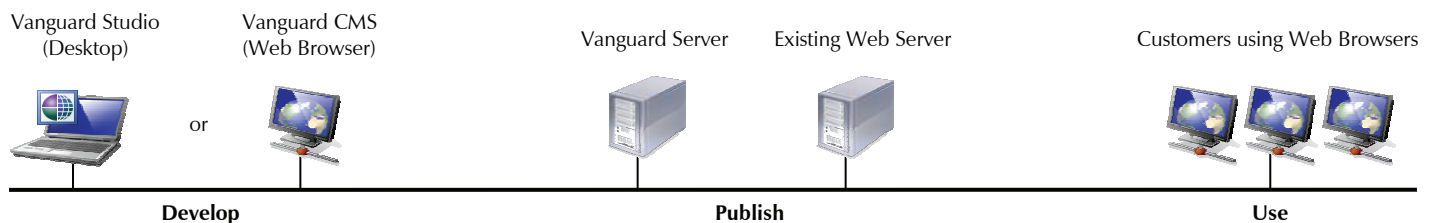
Rapid development of robust Web applications

- **Simple and fast development.** Drastically reduce the time needed to build highly complex expert systems by using point-and-click development along with built-in Wizards. Vanguard Studio automatically generates the logic and HTML to display your application in any Web browser.
- **Reduce maintenance costs.** Applications can be maintained by individuals without programming experience, and can be quickly and easily updated to reflect changing business requirements.
- **Streamline processes.** Using Vanguard Studio's rich set of analysis tools, you can eliminate the logical errors in your processes while you turn them into automated applications.
- **Decrease sales, support, and service costs.** The Wizard-style Web applications you build easily guide users through a decision-making process such as finding the right products or troubleshooting. These automated representatives alleviate the pressure on your departments and help you to focus on new opportunities.

Key Features

Visual modeling of decision processes

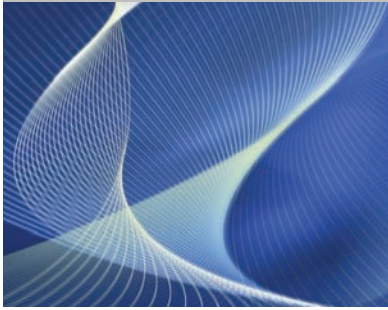
- **Visual design and development.** Break business processes down into their simpler components and automatically construct a diagram that matches the logical structure of your process. This makes it easier for you to tackle complex processes, and it provides a great way to present your processes to others.
- **One-click publishing:** Turn decision diagrams into automated Web apps with the click of a button.
- **Scalable enterprise models.** Vanguard Studio supports the full spectrum of decision support methods, including decision tree, rule-based, and AHP.
- **Collaborative development.** Involve as many people as needed and manage the process with access and version controls.
- **System Integration.** Integrate your applications directly with your existing business systems such as databases, enterprise applications, and spreadsheets. You can even directly link core systems such as data warehouses, ERP, CRM, and other systems into your Vanguard applications.
- **Other features include:** User authentication, Auto resume, System timeouts, Logging of questions and answers.



Use Vanguard Studio on your desktop to build advanced Web apps. Use CMS in your browser to collaborate on the development and management of Web apps anywhere in the world.

As easy as saving a file, publish your Web app to the Vanguard Web server. Vanguard Web Server integrates with your current network seamlessly.

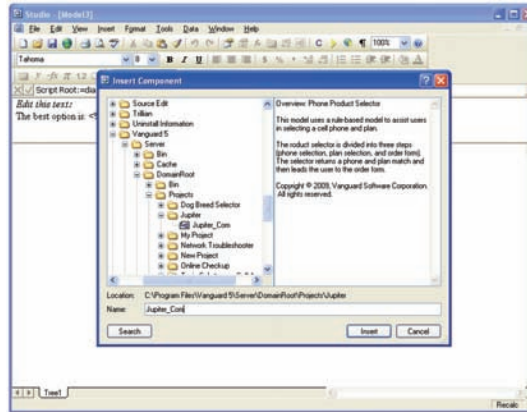
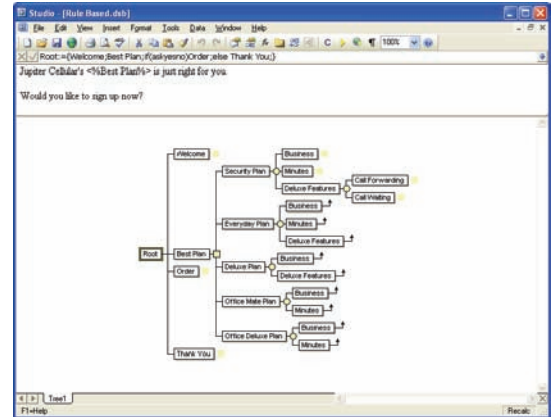
Anyone in the world can use your Web app. All that's needed is a Web browser.



Vanguard Studio Desktop Development Environment

Visual Development

Vanguard Studio provides a tree window for visualizing your decision process, a definition window for writing scripts and a form window for building the user interface for your application.

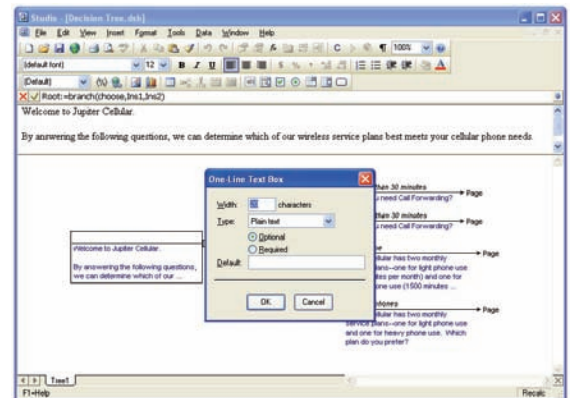


Collaborate

Vanguard Studio lets you break down complex models into a collection of smaller, linked component models that enable collaboration and reuse of prior work.

Formatting

Point and click to enhance your application by applying custom text, graphics, fonts, colors, and form elements. Then run your application in Studio's Web-based test environment to see exactly how it will appear to your end users.



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Vanguard CMS for Knowledge Automation

Vanguard CMS is a Web-based tool for converting business processes into automated Web applications. Vanguard CMS is designed for the collaborative development and management of large-scale Expert Systems.



Key Benefits

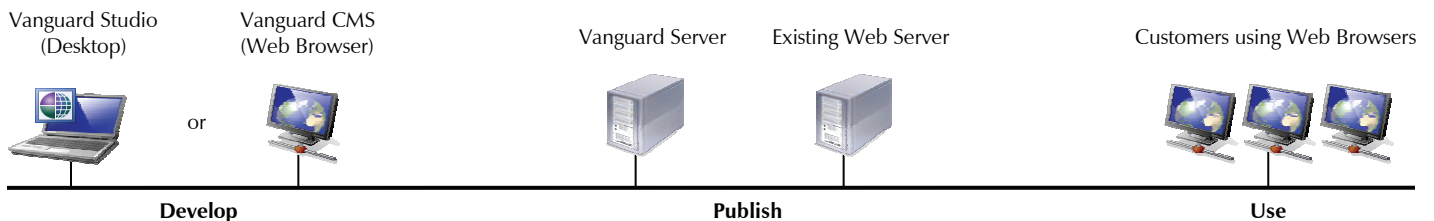
Capture knowledge and automate processes across your enterprise

- **Increase productivity for everyone.** Vanguard CMS lets you extend the benefits of process automation to everyone in your company without requiring any programming knowledge.
- **Avoid expensive IT development.** Automate your routine processes without investing in months of development time and a complicated deployment plan. With Vanguard CMS, you can automate a process in minutes or just a few hours; then publish your app to the Web or your Intranet with just a few clicks.
- **Collaborate globally.** Vanguard CMS lets multiple contributors located anywhere in the world collaborate on an application in real time using only their Web browsers.
- **Benefit employees and customers.** Employees benefit from expert systems that allow them to solve problems and attain actionable results that help them do their jobs more quickly and efficiently. Web site customers get answers to their questions easily as your online system dynamically interacts with them.

Key Features

Involve contributors of any technical skill level located anywhere in the world

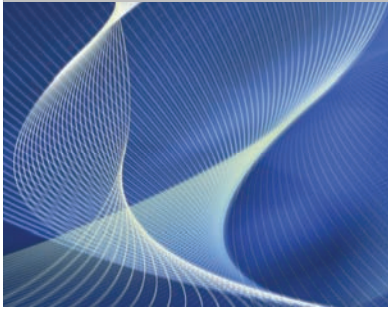
- **Visual editors.** Vanguard CMS editors help you to visualize and build multi-step, complex processes and procedures without requiring any programming knowledge.
- **Complete customization.** Format the style of your application using a visual designer that generates the corresponding HTML. Your applications can include all of the popular dynamic formatting and content available on the Web including animation, audio, and video.
- **Applications are available anywhere, anytime.** Because the applications are automated and always available, customers or employees anywhere in the world can run them, at any time, using only a Web browser.
- **Comprehensive usage reports.** Usage statistics that help you to improve your application's performance are recorded for each customer who uses the application. In addition, CMS supports remote and real-time monitoring of user activity.



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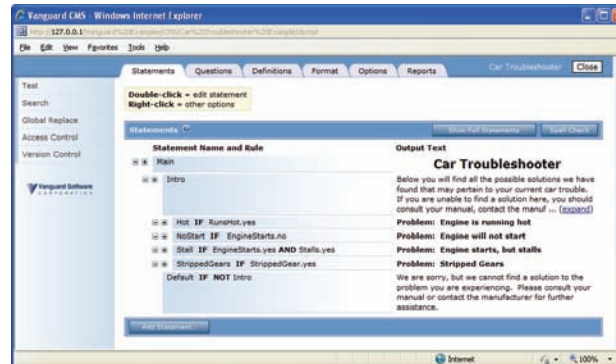
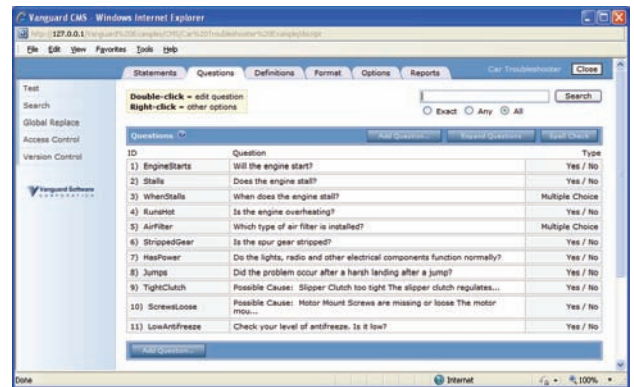
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Vanguard CMS Web-based Development Environment

Questions

Place your questions in any order and CMS will decide which questions to show users based on their responses.

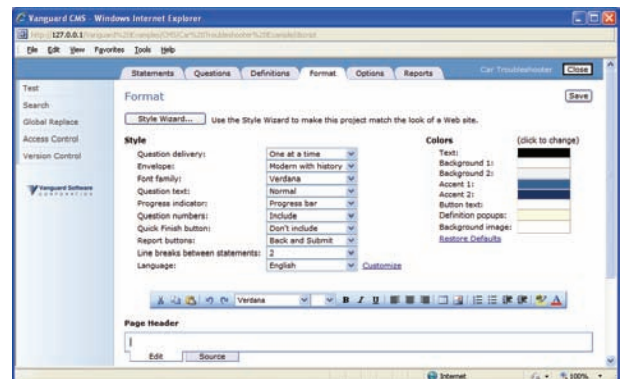


Statements

CMS helps you build and organize the statements used to make up the final report that is displayed to end-users when they finish running your project.

Formatting

Enhance the appearance of your application by applying custom text, languages, fonts, colors, and much more. You can even make your application match your corporate Web site.



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Vanguard Server for Knowledge Automation

Vanguard Server hosts Web-based applications that you build with

Vanguard Studio™ or Vanguard CMS™.

Maximize Vanguard Web application performance

A fully functional Web server for Vanguard applications

Vanguard Server makes your applications available to any user with a Web browser. The server also allows you to integrate your applications with your existing Web site and systems.

Application Server

As an Application Server, the Vanguard Server makes all of your business processes available as automated Web-based applications that anyone in your organization can access. This makes it possible to leverage the knowledge captured in your application by making it available to a large user group. The Web-based interface in Vanguard Server is simple enough to use that no training is required.

Library Server

As a Library Server, the Vanguard Server makes Vanguard Studio applications available as components to other Vanguard Studio developers. For example, if you are building a Web-based product selector for a new product, you might link to sales and production cost applications that other Vanguard Studio developers have created. The original developers of the sales and cost component models can maintain their applications independently from your product selector and the server manages all interaction between the components.

Licensing Server

As a Licensing Server, the Vanguard Server lets you share a number of Vanguard Studio licenses among many individuals in your company. Most users will find the Web-based interface sufficient for their needs. However, if a user wants to interact with an application using Studio, the user can access a floating license for a day rather than purchase a dedicated license.

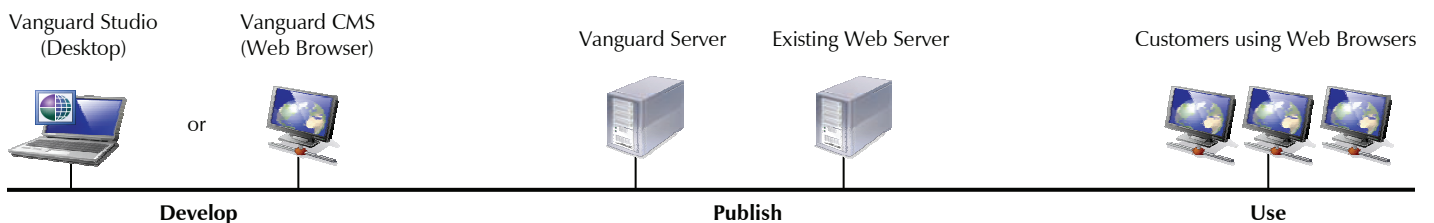
Integration

Vanguard supports a wide variety of methods for integrating with your existing planning and production systems. These methods include ODBC for database connectivity, Web services, file read/write, and a wide variety of other communications protocols for remote data exchange.



Vanguard Supports

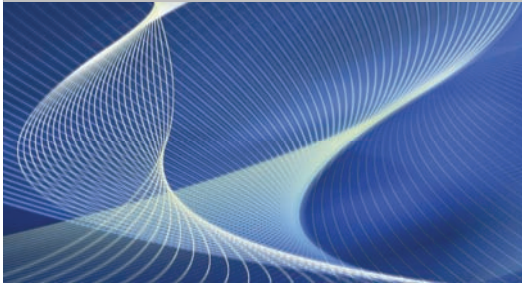
- SSL encryption
- User Authentication
- Version controls
- Systems integration
- Data compression
- Performance reports
- E-mail alerts
- Load-balancing
- Fail-over



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Vanguard Server Features

Simple to install and easy to configure

Application Metrics

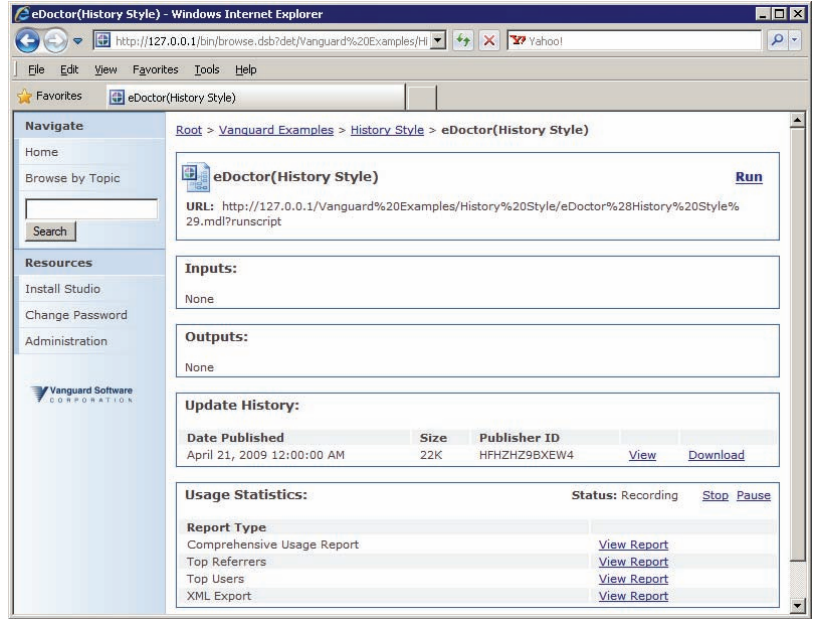
View live user activity and log detailed server information.

Server Administration

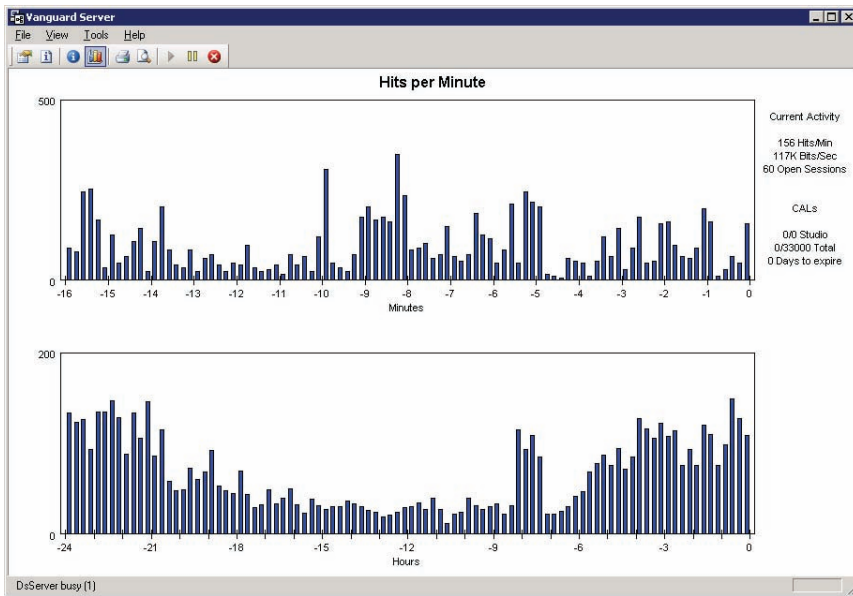
Control addressing, authorization, scheduled tasks, and many other advanced server features.

Vanguard Library Portal

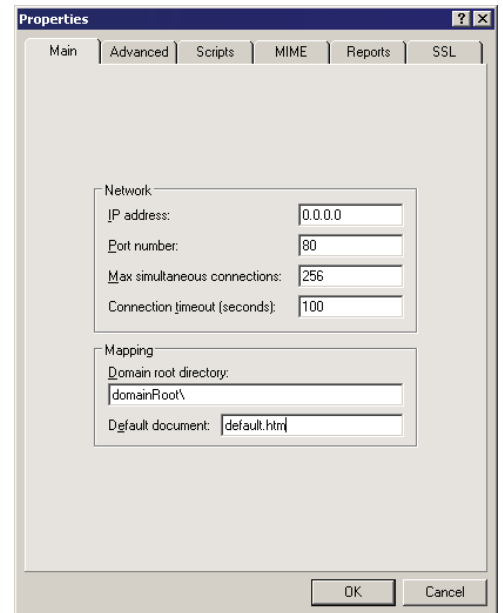
Organize and run all of your Vanguard applications through your Web browser.



Vanguard Library Portal



Vanguard Server Web Application Metrics



Vanguard Server Administration

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