Cortona3D RapidManual Cuts Gas Boiler Manual Development Time significantly

CUSTOMER PROFILE

Logicom develops fully interactive, award-winning digital solutions, including manuals, courses and marketing materials.

THE CHALLENGES

To deliver such high functionality, Logicom programmers previously had to spend months creating complex simulations with inadequate tools.

THE CORTONA3D SOLUTION

Cortona3D RapidManual animated manual development systems were specifically built to handle engineering data, importing files from CAD, PLM, ERP and other standard formats.

BENEFITS

- Logicom delivers eManuals and course materials in far less time than was possible with other products.

- RapidManual's engineering-specific animation libraries automate once-tedious programming.

- Logicom has "huge competitive edge in delivery time, value, and quality."

- Text, visuals, and audio drive home vital points simultaneously

- eManuals are portable, convenient, and invite repeated viewing.

> - Massive savings in customer parts and repairs
> - Much better return on training investment
> - Accelerated timelines and first time resolution

Logicom creates customized products for customers whose technologies must be rapidly understood. Animated and interactive eManuals, eLearning, and sales materials can "explode" and rotate drawings, ask questions and check answers.

Logicom staff once spent months in complex programming to deliver such high functionality. When they sought a more efficient toolset, most solutions wouldn't import CAD drawings, or had no authoring tools. Only Cortona3D's purpose-built toolsets could import and optimize CAD, speed the actual authoring, and publish electronically.

Today, Cortona3D expedites programming tasks while it helps clarify every concept of the customer's message. And Logicom's clients can hand out their manuals, lessons, and marketing collateral to students, engineers and prospects far sooner and more economically than before.

Cortona3D

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Customer Description

Founded in 1981, Logicom Computer Services (UK) Ltd. in Milton Keynes, UK, develops next-generation, animated and interactive manuals, and Web and computer-based training (CBT). Logicom customers must convey complex messaging that is rapidly understandable by a wide spectrum of public.

Logicom's highly awarded animated and interactive 3D products satisfy that requirement far better than paper manuals or static electronic manuals.

- Animation's "moving mental images" stick in users' minds
- Interactive animations involve students and invite repetitive playing
- Text, visuals and audio drive home vital points simultaneously
- Opportunistic learning is portable, convenient and fascinating
- A notebook PC replaces hundreds of pounds of manuals
- Electronic materials are economical to duplicate and disseminate

British Gas, among many Logicom clients, has been a major Logicom customer since 2000. The energy giant's engineers and customers have benefited directly and indirectly from Logicom's computer-based virtual reality programmes. Logicom efficiently develops its work products for British Gas using Cortona3D's RapidLearning and RapidManual toolsets.
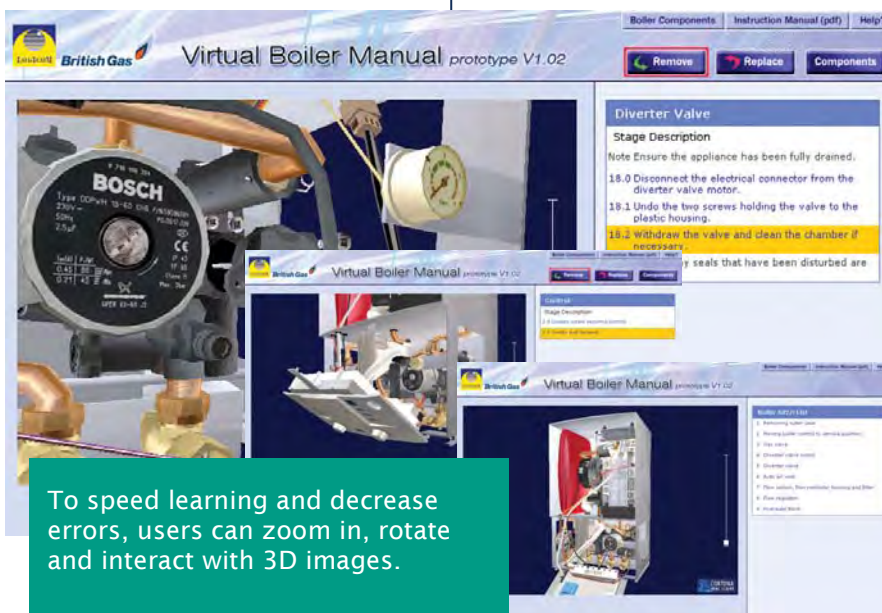
Situation

"When Logicom began assisting British Gas, most training was paper-based, in the classroom, and employed little simulation. Today, nearly all is CBT," says Majid Al-Kader, PhD, New Media Director at Logicom.

Before discovering Cortona3D toolkits, Logicom developed less sophisticated eLearning and manuals using tools designed for video gaming. "They were all that was available, and they fell short in so many ways," says Al-Kader. "Other tools we reviewed are slow to work with or incomplete. They can't import, or they don't really address the very crucial authoring phase. Before Cortona3D, we were far from efficient."

Why Select Cortona3D

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Cortona3D RapidLearning is an out-of-the-box training toolkit purposed for building lessons that teach real-world maintenance skills. RapidManual streamlines development of animated, interactive manuals. Cortona3D toolkits
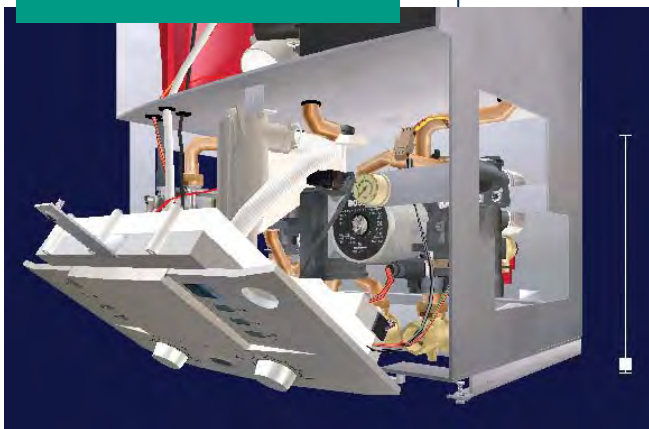

To speed learning and decrease errors, users can zoom in, rotate and interact with 3D images.

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Manuals and training are more effective when they are visual and interactive.

import and optimize CAD and other source material, then combine them with procedural data from PLM and ERP. Cortona3D's library of engineering animations automates once-laborious programming tasks, so complex simulations are easily created. Cortona3D tools enable interactive questioning and branching logic. They speed publishing and dissemination to Web, DVD or hard drive for use in class or on the job.

Cortona3D swiftly imports CAD files, Al-Kader reports, "But in the real world, customers often can't provide them. So Cortona3D's flexibility lets us work from a variety of source material. And modifications are easy."

Unlike many systems that work with engineering diagrams, Cortona3D requires no high-end graphic workstations for developer or users. Cortona3D's tools and their end products run on Microsoft Windows XP and Windows 2000 PCs with a 1.5GHz processor and standard graphics card. Other Cortona3D customers include Airbus, Oracle, BMW, Ford, Sukhoi, ABB, Boeing, NIST, Loral, US Army, ESA, Pfizer, and NASA.

Representative Projects

Using other products in the Cortona3D line, e.g., RapidLearning, Logicom deploys custom-built training solutions for many organizations such as Worcester, Bosch Group, one the largest boiler and heating system manufacturers

in Europe. The "Worcester, Bosch Virtual Boiler Manual," is a comprehensive, animated and interactive manual to train engineers in safe and efficient repairs.

"This training is memorable, realistic, accurate, and conforms to accepted best-practice learning and service procedures," says Al-Kader. "There are dozens of boilers with thousands of parts that fit only one way. Not knowing what a given boiler requires can stretch one house call into two, thus doubling costs and a customer's waiting time for a fix. Also, some students are self-driven, while others need more help or time with materials. Logicom products address every issue. A student can't take a boiler on his train ride home, but he can review repair techniques on several boilers from a notebook PC during that ride."

"After completing the training program, if an engineer wants to verify something in the field, he/she checks the animated manual on the laptop. Users can 'explode' the boiler and even rehearse repair steps. Maintenance lorries should carry tools and parts, not boxes of manuals."

"Engineers are a practical lot," says Al-Kader. "If they see a way that is safer, faster and saves money, they reach for it. We have wonderful feedback from customers and their employees on ease of learning and repair time saved."

The Worcester, Bosch manual will be published early 2007. Every engineer who installs and services the specific boilers will get the manual on CD and will be able to access it online.

Cortona3D

Cortona3D provides 3D visual knowledge software to streamline the authoring of technical communications

Cortona3D open standards authoring tools give subject matter experts the power to rapidly create interactive, animated 3D product documentation such as maintenance manuals, parts catalogs and interactive training from existing CAD assets.

Proven benefits are three times faster production, 60% cost savings, and improved quality. Customers include Boeing, Ford, GE, Bosch, ESA and Airbus.

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Benefits In Hand

Logicom has also created a multiple-award-winning (gas industry and Chamber of Commerce Awards) large educational program targeting energy and climate change, which will be released this year.

Al-Kader reports, "In one week with Cortona3D, we created and delivered a sales presentation persuasively demonstrating the benefits and functionality of a new gearbox."

"We've seen other software products try to match Cortona3D," says Al-Kader, "but they don't touch its clarity of instruction, speed of development, and value. No one can do what we do with Cortona3D."

"We move more surely and faster with Cortona3D," says Al-Kader. "The software comes with maintenance-specific animations and libraries, e.g., 'Screw in bolt' and 'Unscrew nut' commands that make development of complex simulations faster and easier than other solutions. So we finish projects much faster now.

"That capability gives us a huge competitive edge in delivery time, value, and quality we deliver. But factually, it's hard to compare, because other tools can't do much of what we need. Cortona3D is purpose-built to step someone with no 3D expertise through the building of interactive manuals and training."

RapidManual

RapidManual is the first "out of the Box" toolkit for fast and easy production of digital interactive manuals. RapidManual uses animated 3D simulations to clearly communicate complex mechanical procedures. 3D manuals encourage "Visual Know-How," rather than reading comprehension, minimizing translation issues and improving information retention.

Cortona3D Solutions

Cortona3D Enterprise

Cortona3D Rapid Products
- RapidManual
- RapidCatalog
- RapidLearning
- RapidSimulation
- RapidTag

Cortona3D