

Epsilon Systems is experienced in developing operator and maintenance simulation-based tools and knowledge management solutions that enhance organizational effectiveness, efficiency and safety.



## Transferring and Protecting Your Valuable Business Processes

- Cost-effective O&M support tools
- Custom 3-D modeling and realistic simulations
- Support for:
  - System Ops
  - Preventive Maintenance / Repair
  - Calibration
  - Overhaul
- Maintenance Task Recording
- On-the-job training that:
  - Protects personnel
  - Safeguards equipment
- Enables a streamlined staff

### OPERATOR AND MAINTENANCE SIMULATION

Epsilon Systems uses commercial gaming technology to create inexpensive O&M support tools through the development of interactive 3-D models of customer specific systems, equipment, or facilities to optimize performance and lower equipment downtime. These O&M tools support engineers and technicians in their daily responsibilities from system operations to preventive maintenance, calibration, repair, and overhaul by providing an interactive simulation of the system they are working with. When overlaid on other computer maintenance management systems, such as Maximo, maintenance actions are automatically recorded, parts ordered, system status updated, and most importantly, a knowledgebase is maintained. In addition, these same tools provide efficient, effective on-the-job training for new hires through the realistic simulation of the system to which they are assigned. Interactive O&M simulation tools reduce time spent in hands-on training on real equipment, protects personnel from injury, and guards equipment from damage when performing hazardous procedures. They provide an opportunity for technicians to study the internal components and better understand the operational concepts of the equipment. These tools may also help in developing a smaller multi-capable staff without experiencing a loss of required support.

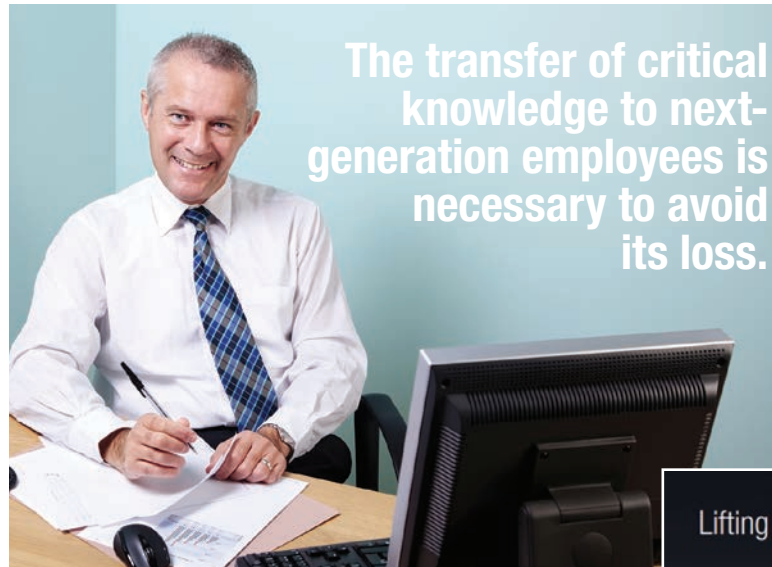


## KNOWLEDGE MANAGEMENT

Epsilon Systems' Knowledge Transfer programs have proven to be outstanding tools for reducing the loss of critical knowledge and experience in an aging workforce or due to the loss of key personnel. Long-time employees are valuable repositories of information. Epsilon Systems' personnel assist organizations in identifying and capturing critical and high-priority knowledge. Knowledge management (storing data) does not in itself solve the problem; a business' risk is not reduced until its critical knowledge is in the heads of, and understood by, next-generation workers. Solutions must transfer a breadth of knowledge including, for example:

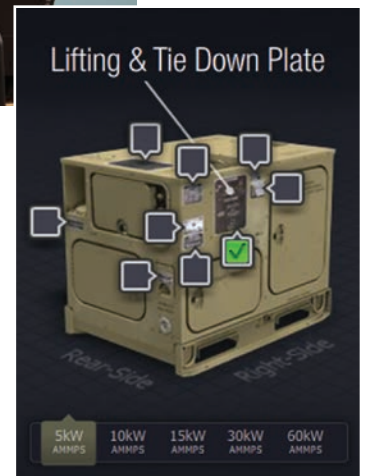
- Troubleshooting Technical Issues
- Issues Requiring Close Monitoring
- Mandatory Compliance in Lieu of Professional Judgment
- Access to Other Technical Expert Mentors

While databases of documented knowledge may be valuable for some organizations, it isn't enough to write down, scan, or videotape volumes of information in the hope that apprentices will locate it when they need it. To reduce your company's risk, a knowledge transfer program has to put the right information into the heads and hands of the right workers. Epsilon Systems can help you choose, develop, and implement the mix of knowledge management tools and knowledge transfer that is the best formula for your organization.



## TRAINING

Epsilon Systems develops simulations of operational processes and procedures. Our goal is to prepare a more-skilled workforce by creating immersive training environments with real-world scenarios optimizing performance and lowering equipment downtime. When training outcomes are best leveraged by gaming technologies, Epsilon Systems develops 3D simulations interjected with challenging elements to convey abstract concepts, complex decision making, and technical procedures. In building an emulated environment, procedural knowledge is captured from subject matter experts and stored in a database repository for transference to users. This information becomes accessible when users interact with training simulations. As the knowledgebase grows it can be reused by others to support mission critical maintenance activities.



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