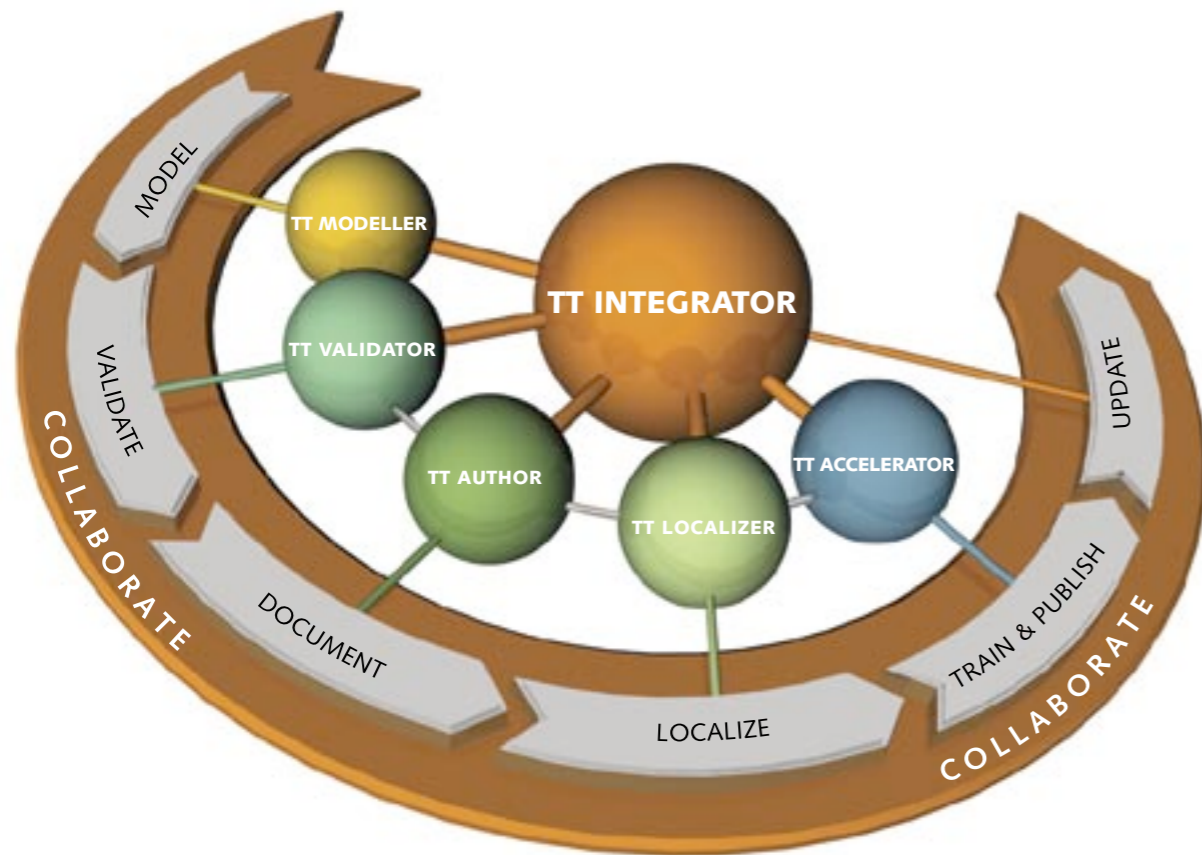


# KNOWLEDGE GROWS



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SOFTWARE – TT KNOWLEDGE FORCE 



ADIDAS

*"We are deploying the TT Knowledge Force authoring tool worldwide. The automated creation and maintenance of learning materials in such a variety of languages is unique. TT Localizer is a high-performance, efficient authoring tool. It's also very easy to handle."*

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## SOFTWARE – TT KNOWLEDGE FORCE 🍊

KNOWLEDGE IS BOUNDLESS, IT PROLIFERATES IN ALL DIRECTIONS. IT IS LIKE A TREE, CONSTANTLY SPROUTING NEW LEAVES AND BRANCHES.

> TT Knowledge Force software components are there to ensure that knowledge develops in the way you want, rather than simply spreading out of control. Together, they offer a modular, comprehensive solution for structured knowledge transfer in your organization – whether this is to support changes in business procedures, organizations or IT applications. With TT Knowledge Force you build a Knowledge Supply Chain step by step and synchronize your knowledge processes with your business processes – throughout the entire lifecycle.

### INTUITIVE & ROLE-SPECIFIC

In developing TT Knowledge Force it has always been axiomatic that it should be easy and intuitive to use. Clear, menu-driven structures and an appealing graphical user interface combined with integrated help functions empower each and every user to achieve incredible results after a brief familiarization. Boring and onerous screenshot-based documentation belongs to the past. Thanks to the comprehensive recording and unique re-recording functions, you can create and update your documentation in next to no time. The role-specific appearance of the menus supports partitioned processes, to which each individual employee can bring his or her specialist knowledge. This division of labor slims down your process structure, increases the quality of outcomes and supports "on-time delivery".

### INTEGRATED & COLLABORATIVE

TT Knowledge Force enables the configuration of an integrated knowledge transfer process in change management, from the initial idea through implementation to updates in day-to-day use. We call this the Knowledge Supply Chain. Participants work on a collaborative platform and can access the available results of each other's efforts. In this way, knowledge is gradually enriched within a com-

prehensive body of work: didactically edited training documents, together with useful assistance for current activities.

### PROVEN & CURRENT

TT Knowledge Force is continuously updated based on the experience TTS gains through its daily engagements on customer projects. So far, the requirements of more than 200 projects have contributed to TT Knowledge Force's product development: everything from the global rollout of a harmonized SAP system across a multinational manufacturing combine, to a customized CRM training program in a highly focused New York investment bank.

TT Knowledge Force supports you from the initialization of knowledge transfer through maintenance of knowledge transfer in daily use, year on year.

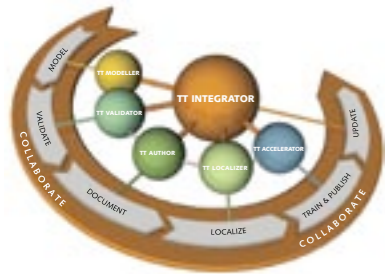
### PRAGMATIC & SOLUTIONS-ORIENTED

TT Knowledge Force supports you through every challenge in the knowledge transfer process. Far from demanding a text-book approach to the Knowledge Supply Chain, it enables you, for example, to start with a discrete learning program, or to manage existing documentation with TT Integrator and make it available to users via the portal or the online help function of TT Accelerator. You'll be able to revamp obsolete documentation step by step with TT Author and adapt it to the needs of various target groups with TT Localizer.

The structuring of your processes and the assignment of process roles and documentation to processes will perhaps first take place in the run-up to a larger change management project and the validation of the software in the course of its implementation. The gradual creation of a Knowledge Supply Chain is never an end in itself: it's always subordinated to the practical objectives of your project.

# TT KNOWLEDGE FORCE

## OUR MODULAR SOFTWARE COMPONENTS



### > TT INTEGRATOR

TT Integrator is TT Knowledge Force's information management platform. It enables the simple categorization, structuring and management of knowledge elements that have diverse origins and formats. With TT Integrator, you can manage the editorial roles of TT Knowledge Force and build a content production highway that supports collaborative efforts from process design through to content updates in day-to-day operations, allowing knowledge transfer across all process structures.

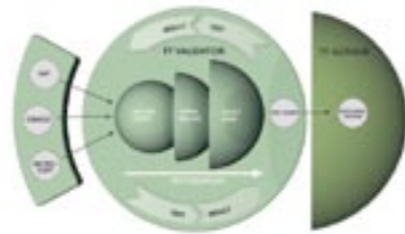
> [www.tt-s.com/integrator](http://www.tt-s.com/integrator)



### > TT MODELLER

TT Modeller broadens the knowledge structuring possibilities of TT Integrator around process and role elements. With TT Modeller you can drive the start of your Knowledge Supply Chain a long way forward, to process design. It facilitates the structuring of complex processes, the subordination of roles to processes, and of knowledge to processes. With the help of TT Modeller you can synchronize business and documentation processes – through to integrated knowledge transfer.

> [www.tt-s.com/modeller](http://www.tt-s.com/modeller)



### > TT VALIDATOR

With TT Validator the preparation, implementation and documentation of application testing virtually runs itself. The test script is created through simple concurrent recording at the initial test run. After the description of the anticipated test results using a rules editor, all of the following tests run automatically with variant data to produce an extensive test results report, which can be used in the next step for software documentation.

> [www.tt-s.com/validator](http://www.tt-s.com/validator)



### > TT AUTHOR

TT Author enables you to create documentation and learning programs (web-based training) in a single operation. It offers a high-performance object-oriented recorder and comprehensive functions to support the creation and animation of media objects. Re-recording allows fast and cost-effective updating of content. Connecting it to a speech engine is simple: you just export text files to the sound studio and then import the speech file.

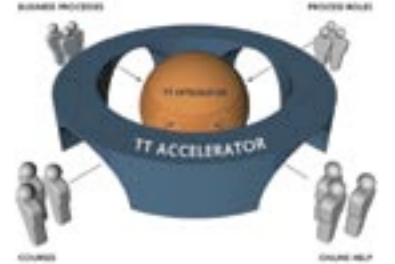
> [www.tt-s.com/author](http://www.tt-s.com/author)



### > TT LOCALIZER

With TT Localizer you can adapt your documentation and learning programs to the specific requirements of various target groups. This could mean, for example, the translation of standard instruction texts into other languages or personalization with information for specific target groups; the unique re-recording features of TT Knowledge Force supports and automates the entire process. In this way you can increase user acceptance of your software templates in the evaluation and operational phases of your project.

> [www.tt-s.com/localizer](http://www.tt-s.com/localizer)



### > TT ACCELERATOR

TT Accelerator enables you to transfer your knowledge to the end user. It's our electronic performance support system (EPSS), which puts all the knowledge elements created with TT Knowledge Force and other applications (Word, PDF etc.) at the user's disposal via the latest portal technology, including context-sensitive online help. Naturally, everything can be personalized according to the user profile or other attributes.

> [www.tt-s.com/accelerator](http://www.tt-s.com/accelerator)



## THE KNOWLEDGE SUPPLY CHAIN

> Every new business software implementation has three critical success factors: first, alignment of the business processes with changing organizational goals; second, their precise recreation in the IT system; and third, optimal user preparation for the new tasks and assignments. In the course of the project your greatest challenge is to ensure effective knowledge transfer between consultants, the business functions, development, trainers and end users. The Knowledge Supply Chain modeling methodology that TTS has developed is all about “putting good practice into practice”. It’s the key to your project’s success.

Typically, a project begins with the modeling of business processes. If these are already described and implemented in the system, TTS Knowledge Force validates them using functional and integration tests. In the course of this validation, the software runs each process at least once and records its compliance on a test log. In the next stage, this test documentation serves as the raw material for user documentation and training materials, which are refined accordingly. If an application is to be deployed in several locations, a further dimension comes into play, i.e. localization, the adaptation of the material according to specific (e.g. departmental, language or other) business requirements. To ensure that the documentation stays current after the system goes live, the Knowledge Supply Chain continues throughout the entire application life cycle, factoring in any later changes to processes and systems.

Our most important design consideration in the TT Knowledge Force software suite was to recreate this knowledge transfer model in a modular fashion, from process definition through to user qualification. This approach ensures the enrichment of documentation over time and the creation of a comprehensive and integrated knowledge environment for process and user documentation. End result: smooth, time-effective knowledge transfer and sharing for everybody involved.



“HUMAN BEHAVIOR FLOWS FROM THREE MAIN SOURCES: DESIRE, EMOTION, AND KNOWLEDGE”

(Plato)



## CUSTOMER REFERENCES

# TT KNOWLEDGE FORCE

### ADIDAS: THINK GLOBAL - ACT LOCAL

> In 2004 adidas started an international SAP rollout project. As the world's leading sports equipment supplier, adidas had to create user documentation in multiple languages. Using TT Knowledge Force authoring software across the company, adidas could get on top of this challenge as simply as possible; creating content in Japanese, among other languages.

#### ADIDAS:

*"We are deploying the TT Knowledge Force authoring tool worldwide. The automated creation and maintenance of learning materials in such a variety of languages is unique. TT Localizer is a high-performance, efficient authoring tool. It's also very easy to handle."*

### HORIZONT, VIENNA INSURANCE GROUP IMPLEMENTS TT KNOWLEDGE FORCE

> In future, learning materials will also be produced in east European languages using TT Author. For two years horizont, the HR development arm of Austria's largest insurance group (Vienna Insurance Group), has successfully created SAP documentation and eLearning units with the TTS authoring tool. In future, TT Author will enable learning materials to be produced not just in German and English, but also in the east European languages, Czech and Slovak.

#### HORIZONT:

*"We have now selected TT Author to make our blended learning concept even more efficient through its new refined features. In 2005, TTS software already gave us significant support in preparing users in new SAP applications at international companies in various locations, employing thousands of people."*

### ELEARNING FOR MORE THAN 1000 CONTINENTAL EMPLOYEES

> Continental is implementing cProjects, SAP's project management software, for more than 1000 users in Automotive Systems. Continental turned to TTS eLearning experts to create web-based training (WBT) for cProjects.

WBT is now available at Continental in German and English and brings users closer to the new solution. High quality graphics, Flash-based animations and professional audio-visual simulations support the project participants in the implementation of the new software. At the same time, the WBT supports project leaders and participants worldwide as the basis for presence training.

cProjects supports the product development process at Continental Automotive Systems, from planning through product and process backup to direct, corporate-wide collaborative working.

### JUST-IN-TIME: DHL FREIGHT AND TTS DEVELOP INNOVATIVE WEB-BASED TRAINING

> To ensure smooth goods transfer between the various production facilities of an important industrial customer, and its European and global supplier network, DHL Freight developed a unique software platform, Freight Chain Manager. Terminal operators at DHL and its suppliers had to be schooled in error-free usage of the software. Uwe Wolsbeck, project leader for Europe-wide training at DHL Freight, explains the situation at the start of the deployment: "A classical training approach, requiring employees to be physically present at a central location would have entailed considerable expense. Instead, we chose a cost-effective option: together with TTS authoring, we rapidly created a learning program for Freight Chain Manager."

TTS Author, the authoring tool within the TT Knowledge Force suite, recreated Freight Chain Manager down to the last detail. Using a variety of everyday business situations, the users could practice working with the software "hands-on" and got direct answers to their most frequently asked questions. At the end, a set of questions tested their knowledge level. Users can call up an automatically created user handbook on Freight Chain Manager at the touch of a button, and the learning program is available to users via an online platform or, if they prefer, via CD-ROM. Multilingual capabilities mean the program is available across Europe: users simply select a language before the start of the program; they can then read and hear clarifications in their mother tongue.

#### DHL FREIGHT:

*"We don't need to worry about the learning program getting out of date when it comes to future software modifications in Freight Chain Manager; TT Author uses innovative technology that guarantees easy and fast updates."*

### PEARSON EDUCATION CREATES INTERACTIVE PROGRAMMING COURSES FOR JAVA 6 USING TT AUTHOR

> Pearson Education is well known in Germany through the publishing houses Addison-Wesley, Markt+Technik and Pearson Studium. In collaboration with TTS it is developing learning programs for various programming languages, so that students can experience the programming for themselves as they learn. The 12-hour Java 6 computer-based training course is aimed principally at IT-oriented users and is already available.

Students can get simulation-based and interactive content, select their own learning path, test their success and perform practical exercises – all thanks to innovative technology from TTS. Pearson Education decided to work with TTS because they felt the authoring tool is ideally suited for recording simulations.



## BOSCH AND SIEMENS HOUSEHOLD APPLIANCES GMBH GOES TO BRAZIL

> BS Continental Eletrodomésticos Ltd., the Brazilian subsidiary of BSH (Bosch and Siemens Household Appliances) implemented its SAP qualifications project for more than 700 end users with the TT Knowledge Force authoring solution, as well as all web-based training and documentation of the qualifications processes. Because TT software is so easy to manage, the authors needed just two and a half days' training. BSH also plans to use the authoring components of TT Knowledge Force in other international projects.

### BSH:

*“Successful training in the SAP implementation was almost exclusively due to the multimedia self-learning units, which our employees created themselves onsite in the shortest possible timeframe. Above all, the local trainers and authors emphasized the ease of use of the TTS authoring tools and the efficient production process. In a few weeks they depicted all of the available SAP processes.”*

## SALUD\* TORRES

> The Spanish wine producer Miguel Torres S.A. in Vilafranca del Peñedes selected the authoring components of TT Knowledge Force for its SAP qualifications project. With the help of the TTS Software solution, the authors created web-based training for core SAP topics, the so-called “catas de SAP” (=SAP tasting). The users call these “tastings” up weekly in the company intranet so that they can familiarize themselves with the new software, ahead of presence training. In this way they can avoid any anxiety about using the software.

### TORRES:

*“TTS authoring software was of considerable assistance in the SAP implementation at Miguel Torres. In less than three months our eight key users documented more than 600 processes and SAP transactions in handbooks, as well as creating realistic simulations. These simulations were used in the go-live training and information events, proving themselves to be an important tool for the execution of the project change management processes. TTS authoring software is user-oriented and proven in practice. It distinguishes itself clearly from other authoring tools in a number of key functions, in particular the re-recording capability, which for example enables updates of the documentation in other languages.”*

\*Salud is Spanish for “cheers”



“KNOW WHERE TO FIND THE INFORMATION AND HOW TO USE IT - THAT'S THE SECRET OF SUCCESS”

(Albert Einstein)

