



NGRAIN and CaseBank Deliver 3D-Enabled Troubleshooting Performance Support Solution

New diagnosis and repair solution will help complex equipment maintainers to improve speed and accuracy of repairs

ORLANDO FL – December 5 2006 – NGRAIN, award-winning provider of 3D performance support solutions, and CaseBank Technologies Inc. today announced their partnership to deliver the 3D-enabled Troubleshooting Performance Support solution. The offering will integrate award-winning technologies from the two companies to help improve problem diagnosis and first-time-fix rates for aircraft and vehicle maintainers.

The new solution combines CaseBank's troubleshooting and diagnostic technology with NGRAIN's 3D performance support solutions for the sustainment of complex equipment. Technicians will be able to expedite identification of equipment malfunction or damage by visually identifying it on an interactive 3D representation. The technology will help the user to rapidly and accurately diagnose equipment faults by leveraging a database of global experience using case-based reasoning to guide diagnosis and provide a solution. The technician can review 3D simulations of how to perform the required repair.

"The bringing together of NGRAIN and CaseBank technology is a natural step and provides customers with an unmatched solution, which not only quickly and accurately guides technicians to what needs to be fixed, but also how to fix it," said Phil D'Eon, President & CEO at CaseBank Technologies Inc. "We're excited to partner with NGRAIN to bring our military and aerospace customers this high value offering, helping them increase equipment availability by reducing downtime."

Users of the 3D-enabled Troubleshooting Performance Support solution will also benefit from CaseBank and NGRAIN's focus on accelerating learning, as the technology provides just-in-time access to training materials. No matter where the technician is located, the solution will help them to:

- Diagnose problems via discriminating questions, answered by subject matter experts;
- Receive automated guidance on solutions based on an up-to-date expert knowledge base;
- Automatically access interactive 3D simulations, for a refresher or just-in-time training on a required procedure.

"Traditionally, technicians receive information about an equipment problem, spend time searching for information on how to address it, and then perform the procedure. Studies show that up to 50 percent of first attempts at repair do not resolve the problem," said Paul Lindahl, President & CEO at NGRAIN. "Today, speed and accuracy of first-time-right repairs are critically important to military and aerospace organizations. We are thrilled to join forces with CaseBank to provide customers with such an excellent solution to such a critical operations problem, and look forward to a continued collaboration in the future."

Attendees of I/ITSEC 2006 can see the 3D-enabled Troubleshooting Performance Support solution in action by visiting booth 1149.

About NGRAIN

NGRAIN transforms the sustainment of complex equipment with 3D performance support solutions for the aerospace and defense industry. NGRAIN increases equipment readiness by accelerating learning on complex equipment, enabling first-time-right performance, and reducing maintenance cycle time.

NGRAIN is optimized for web deployment and portable devices. With NGRAIN, anyone can rapidly incorporate interactive 3D equipment simulations into sustainment applications, including courseware and technical manuals.

Customers include all branches of the United States military, the Canadian Forces, and leading defense manufacturers and system integrators, including Lockheed Martin, Northrop Grumman, and CAE.

Visit <http://www.ngrain.com> to learn more.

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