

## TECHNICAL DOCUMENTATION AND INFORMATION SERVICES

**TECHNICAL DOCUMENTATION**  
**TECHNICAL AUTHORIZING**  
**TECHNICAL ILLUSTRATING**  
**SUPPORT ENGINEERING**  
**ASSET MANAGEMENT**  
**TRAINING**



## Overview

Sigma Logistic Solutions (Pty) Ltd has been providing solutions to the commercial and defence industries for more than 30 years. Throughout this time we have built solid relationships with local and international clients to supply quality products and services.

We are the largest dedicated supplier of technical documentation and support services in South Africa.

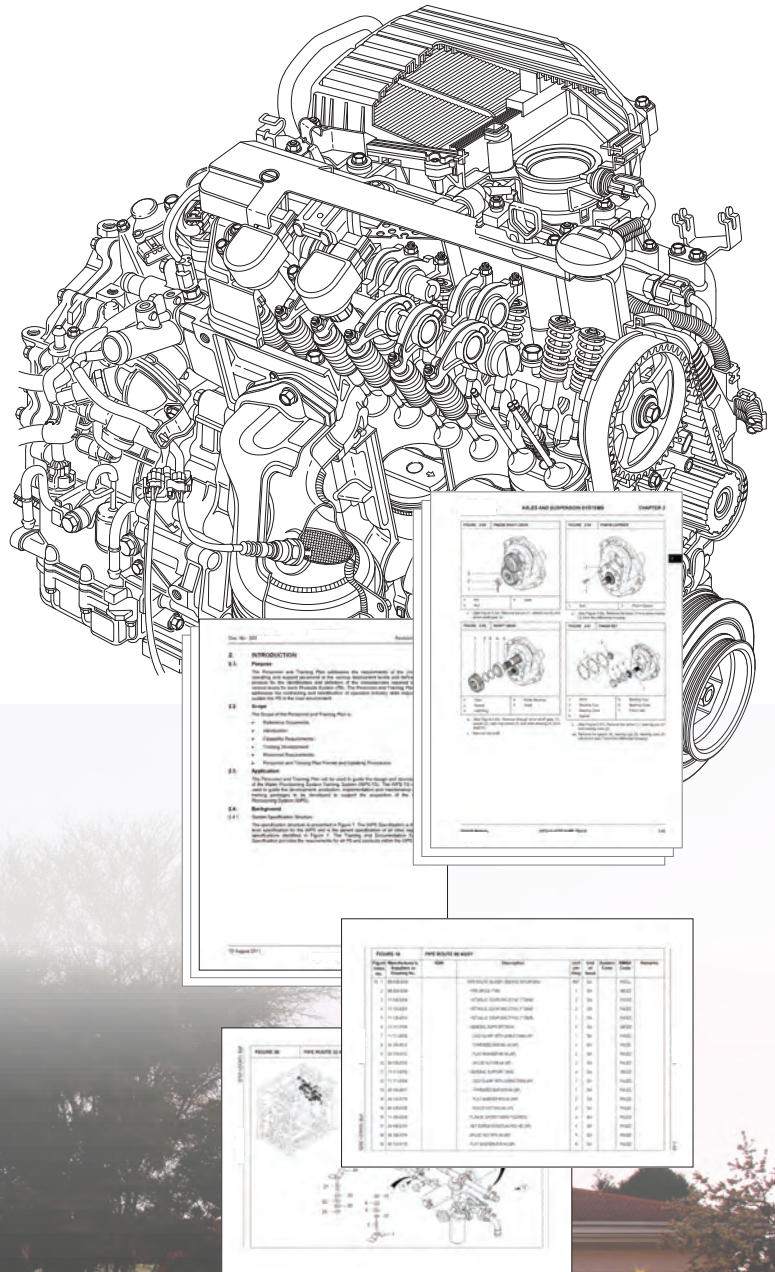
Sigma employs more than 50 staff across all the disciplines of technical documentation, logistic support analysis, training, asset management, and configuration control.

We have branches in Pretoria and Cape Town that cater to all commercial, aerospace, and defence clients. We are Level 4 B-BBEE compliant and have on-going programmes in support of skills development, supplier development, and socio-economic development.

The company has been involved in a wide-range of military and commercial projects over the years. Recent military projects include major elements of the South African Army Mobile Air Defence System (MOBADS) for Rheinmetall Air Defence (RAD), the complete Water Provisioning System (WPS) for Kärcher and Veolia, the Milkor 40 mm hand-held grenade launcher, and support documentation for the South African Navy frigates and submarines.

Recent commercial projects include support documentation for Bell Equipment's Large E Series of Articulated Dump Trucks (ADT) and PRASA's X'Trapolis Mega Train passenger trainset.

Proud solutions providers in  
technical documentation  
support engineering  
asset management  
and training





## Technical Publications

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At Sigma, we have been producing technical publications for more than 30 years. Our technical authors, illustrators, editors and production staff are experts in the respective fields of:

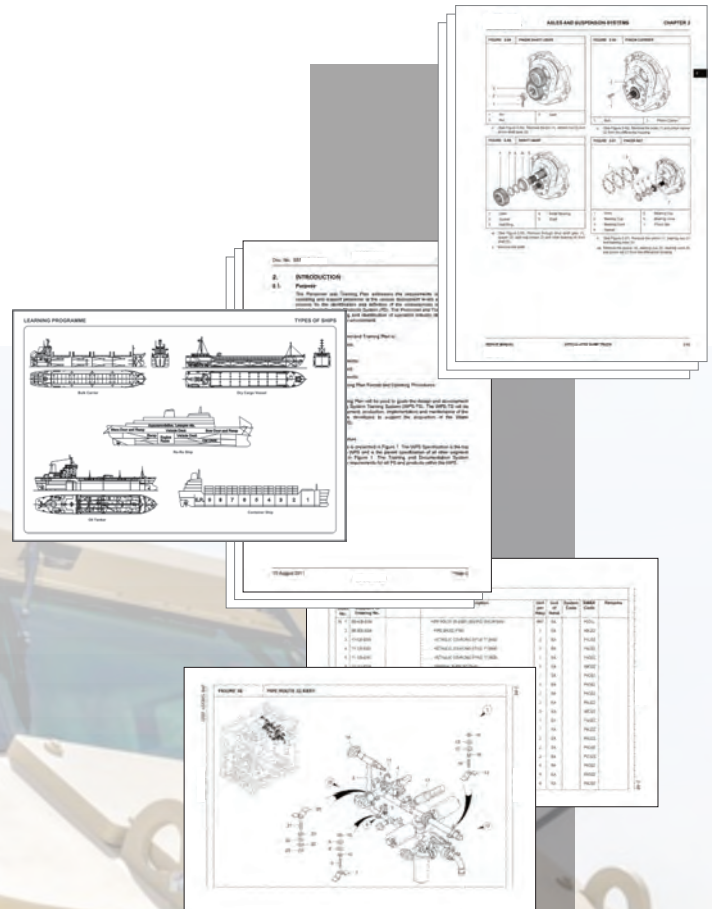
- Technical authoring
- Technical illustrating
- Spare parts catalogue compiling
- Editing
- Layout and design
- Data conversion

We can produce documentation to a wide variety of commercial specifications and to military specifications such as S1000D and RSA-MIL-SPEC 122.

The following are typical of the types of manuals that we produce:

- Installation guides
- Operator/user manuals
- Maintenance and repair manuals
- Illustrated parts catalogues
- Process and procedural manuals

We produce manuals for output on paper or on-screen in formats such as PDF, SGML, XML or as Interactive Electronic Technical Manuals (IETMs).



## Technical Authoring

At Sigma, our technical authors are specialists in the creation of product support documentation. We have experience with a wide variety of commercial and military specifications or can tailor one to meet your specific needs.

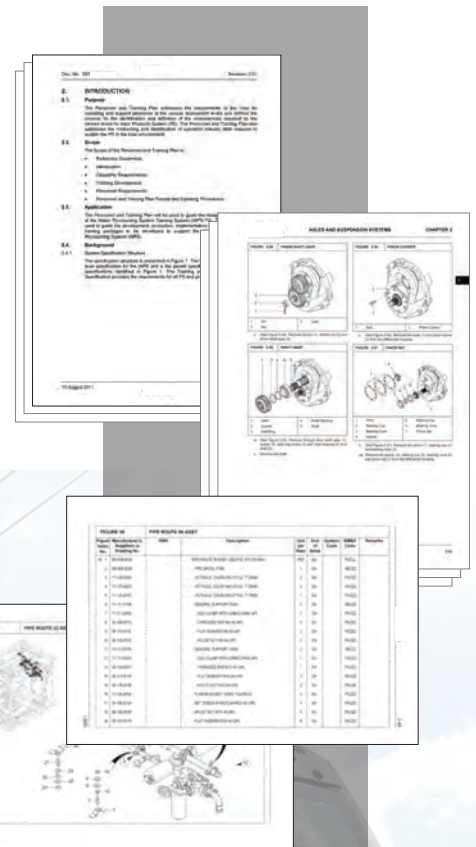
Our technical authors are technically qualified people who have the capabilities to turn raw source material into cost-effective manuals that accurately and safely support your product.

Our authors analyse data and source information to create logical, usable, end-user targeted material that adequately addresses health and safety, and the defined levels of maintenance.

We have experience in all of the current software packages such as Adobe FrameMaker, InDesign, and MS-Word.

From commencement to final product, there is on-going liaison with the client to ensure that well-written, well-illustrated, user-targeted manuals are the end product. Final output can be on paper, on-screen or both.

Whether your requirement is for operator manuals, maintenance manuals, spare parts manuals, training manuals or a customised solution; we have the personnel, the skills, and the experience to help you.





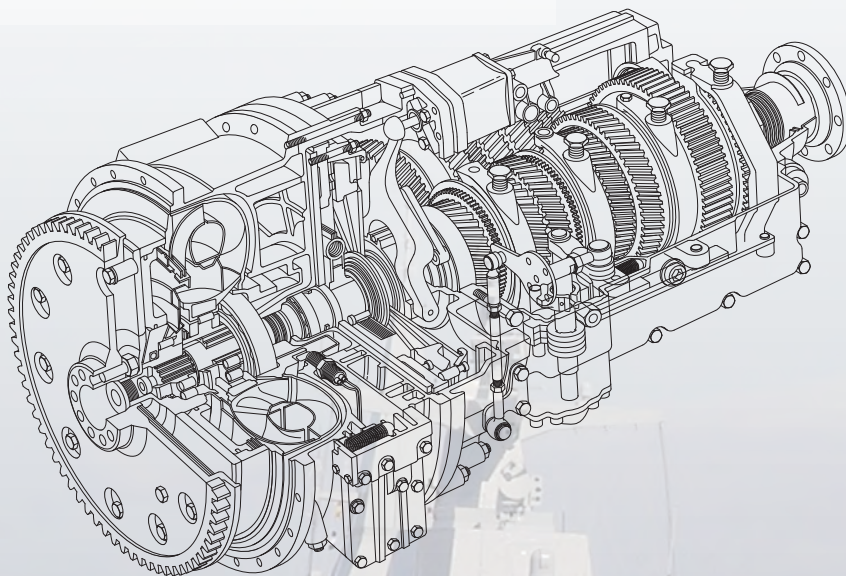
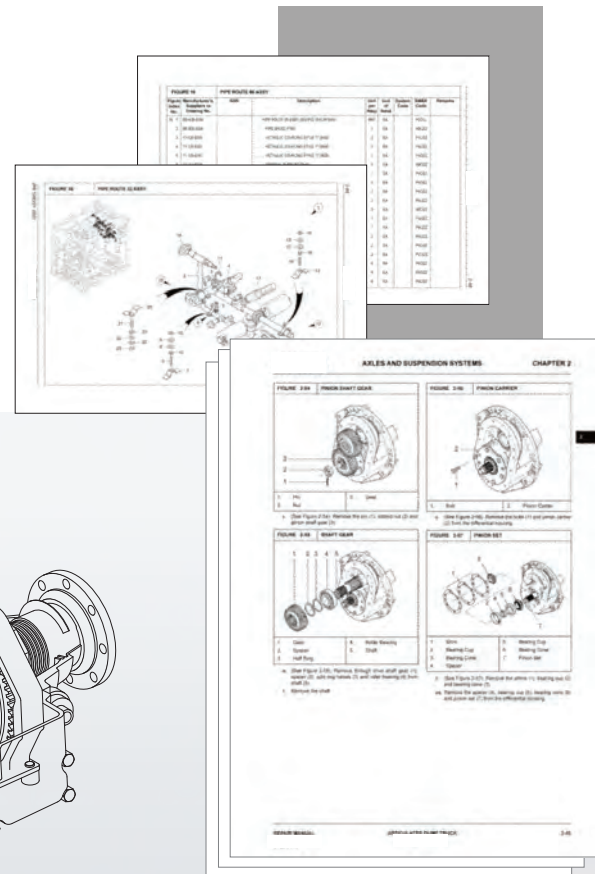
# Technical Illustrating

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Whether you require top-quality graphics to market your product or technical illustrations to support your authored technical manuals, we have the technical illustrators who have the skills and experience to meet and exceed your requirements.

Our illustrators use the latest software, including Isodraw CADprocess, Adobe Illustrator, and CorelDRAW to create detailed illustrations for use in spare parts catalogues, operators handbooks, workshop repair manuals, training aids, and in marketing and promotional material.

Regardless of whether your source information is from CAD models, engineering drawings or photographs, we can tackle them all to produce perspective views, isometric views, exploded views, tracings or whatever you need.



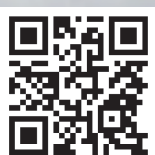
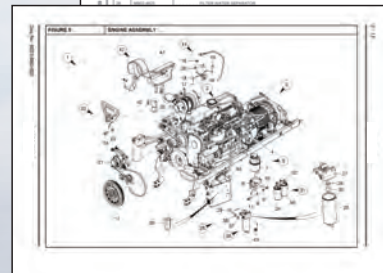
## Support Engineering

Through maintenance engineering and logistic support analysis, we develop structured support to lower operating and life cycle costs.

Support Engineering is an integrated and iterative process for developing a support strategy that optimizes functional support, leverages existing resources, and guides the system engineering process to quantify and lower life cycle cost. This is achieved by decreasing the logistics footprint, thereby making the system easier to support.

Selected quantitative methods are applied to identify and justify the resources required to support a system. The main activities include:

- Developing physical and functional structures
- Fault Tree Analysis (FTA)
- Reliability modelling
- Failure Mode, Effects and Criticality Analysis (FMECA)
- Reliability Centred Maintenance (RCM) analysis
- Level of Repair Analysis (LORA)
- Cost of Repair Analysis (CORA)
- Maintenance task analysis
- Support resource analysis
- Spares modelling and supply chain optimization





# Asset and Configuration Management

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We analyse and structure existing or newly developed support information to be used in technical publications and management information systems. Configuration management includes configuration identification, change control, and the reporting of configuration status to ensure the integrity of baselines.

By performing detailed assessments of existing logistic material, management information systems, and business processes, we can:

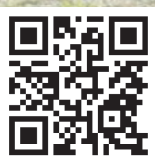
- Convert, cleanse, and structure data for management information systems
- Populate support data in management information systems
- Commission data management processes
- Convert technical documentation and structuring into interactive electronic media

Our Asset Management Solutions provide you with a single point of control over all types of assets. These solutions manage physical assets on a common platform allowing organizations to share and enforce best practices, inventory, resources, and personnel.

We provide real time calculation of an asset's configuration and the life of each component of the asset. This helps to accurately perform system and component analysis and reporting, leading to improved reliability and lower maintenance costs.

Our all in one solution includes six management modules in an enhanced service orientated architecture:

- Asset management
- Work management
- Service management
- Contract management
- Inventory and supply chain management
- Procurement management



# Training

**We develop cost-effective training packages to suit your specific requirements.**

Sometimes a product user guide just won't do the job. Overlooking the importance of your staff training may lead to misuse and possible damage to expensive equipment.

Let us develop a training solution that allows your staff to fully understand the functionality of the equipment to be operated and maintained.

From simple training aids like wall charts and learner guides to fully interactive Computer Based Training (CBT) modules that allow a learner to track their development through a Learning Management System (LMS).

We develop packages that include interactive text, graphics, sound, video and animation to enhance the student's experience making studying a lot more enjoyable and productive.

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