

"With animation you can show people a process that you couldn't otherwise demonstrate."

by Gale Hathcock

**Daphene Vance,  
DSI founder and  
President**



**(below, standing left  
to right) Terence  
Blakely, Hiroko  
Smith, Grant  
Dishman, Arvis  
Green, Gary Gibich,  
Winnie Beck, Troy  
Burkman, Chris  
McAuliffe, Zoltan  
Meszaros, Sonja  
Davenport, Phyllis  
Citty (kneeling left  
to right) Bret Vance,  
Damon Waldrip,  
Leonard Fein**



According to Daphene Vance, founder and President of Documentation Specialists International, Inc. (DSI), Willem Jansen is one of her teacher success stories.

Mr. Jansen, a retired Dutch construction company owner, was a discouraged man when he walked into Daphene's classroom in the Hague. He tried three times previously to learn English, and was having difficulty. After a day of mutual frustration, Daphene noticed Mr. Jansen was sitting at his desk with his hands folded, and suddenly, she no longer saw a retired businessman, but a small schoolboy earnestly trying to learn. "Get your coat," she said, and they went out into the bitter Holland winter. Daphene walked him to a snow-covered construction site, and later to a hardware store, all the while giving him the English names for the familiar tools and equipment with which he had spent his life. The "light bulb went on," and after that Mr. Jansen made miraculous progress. He regained his self-confidence and learned a new language. Daphene Vance has carried the

principles she practiced with Jansen into DSI. Her company's goal is to educate and inform its clients on a level they both need and understand — and to make the learning experience *fun*.

Today, DSI is a full-service educational, video documentation and training company that provides information solutions for business and government agencies. Its clients include Advanced Procurement Systems of Austin, and international corporations such as Payless ShoeSource, Frito-Lay, PepsiCo Foods International, US Videotel, and Dell Computer. Its skillful weaving of animated video, Electronic Performance Support Systems, and language translations offers clients a formidable training package.

**Video Animation**

"DSI is performing groundbreaking work in the field of computer animation for technical training," says Vance. "With animation, you can show people a process that you couldn't otherwise demonstrate."

Using PC-based software, the graphics artist makes shapes or models, applies textures and colors, and sets lights and movements. The computer then renders the project. It calculates all the positions, movements and morphs (shapes) for each frame and joins the frames together. The project is executed in 24 bit color (photorealistic) which results in broadcast quality animation. The results are amazingly beautiful and detailed. The viewer is actually "taken inside" the equipment, layer by layer. Whether watching a video depicting ion bombardment of microchips, or seeing the inside of equipment that seasons potato chips, the viewer really feels he is there.

**EPSS**

"Training is the key to remaining a competitive force in any industry. Your company's profitability often depends on how effectively your employees get past the learning curve and on their

way to proficiency and productivity." Sales and Marketing Manager Lenny Fein believes that EPSS (Electronic Performance Support Systems) "are the next generation of performance enhancement tools."

EPSS is an on-line data base and troubleshooting diagnostic tool. For example, if an assembly line goes down, instead of having to call the home office, or look for a reference manual, the employee can simply go to his computer that can both ask and answer questions. Using EPSS allows employees to have constant access to a learning and support system at their workstation, which reduces training costs and increases productivity. The system provides information and training when it is needed, *not* just when the trainer is available.

**Translation**

But what good are beautiful animation and interactive computer training if you don't speak the language? "Nothing says you care more to foreign customers and employees than providing them with training materials and business documents in their own language," says Arvis Green, Director of Desktop Publishing. Utilizing a large pool of translators, DSI can transfer any language to video in voice-over or subtitling. The in-house translators are experts in the fields of marketing, medicine, law, engineering, education, training, literature, government, patents, copyrights, computer programming and technical documentation.

Vance is quick to give the credit to her staff for DSI's cornucopia of offerings. "We have highly skilled and experienced individuals who work together in search of creative solutions. The results is a rich synergy where goals are accomplished." She believes DSI's success is largely due to the energy and ability of these valued individuals.

So, whether micro or potato, it seems DSI is definitely in the chips.

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