

## Hanger and Support Manager for Smart 3D

### Bespoke Development

#### Customer Benefits

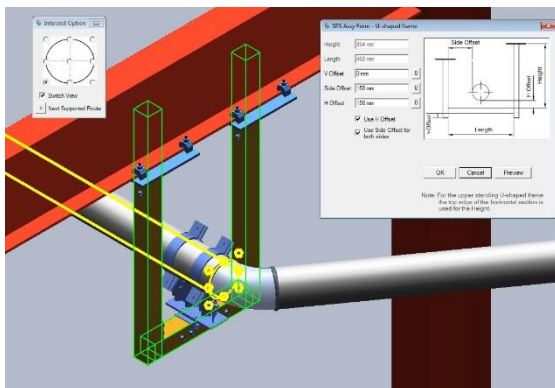
Hanger and Support Manager enables users to more efficiently build 3D models based upon the customer's in house modular hanger and support system.

#### Our Services

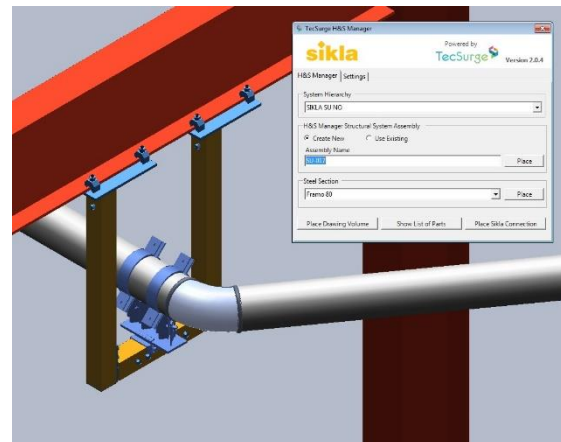
Consulting, customer specific software development, testing and support.

#### The Client

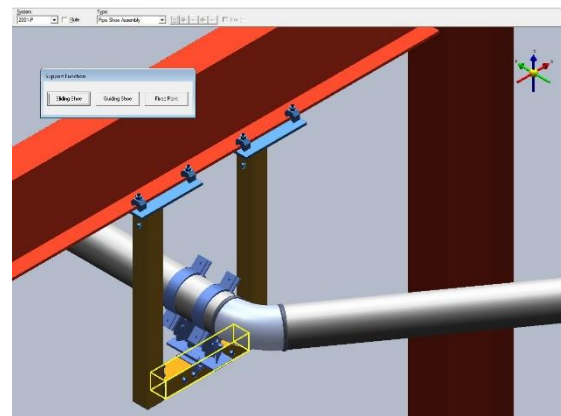
Our client is one of the leading European manufacturers and suppliers of support systems for Mechanical & Electrical (M&E) services and plant construction. The company respects, redefines and successfully adapts leading-edge technology and values to the market's future requirements. The company stands for experience, know-how and individually tailored solutions.



Placement of Typical Assemblies (U-shaped, L-shaped, etc.) AWS



Placement of Assembly Connections



Placement of Piping Supports

#### Project Challenge

The client required improved support for their modular hanger and support system and catalogue within Intergraph's Smart 3D plant design system. The company's modular, pre-fabricated approach was not directly supported by the standard functionality of the software, leading to inefficiencies in the design phase for the company's customers' projects.



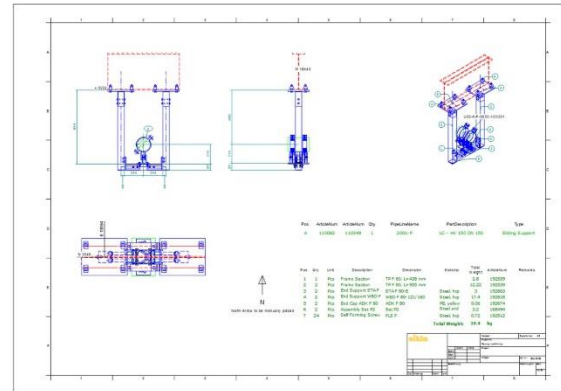
## Our Solution

The project included consulting, which resulted in the development of a bespoke application, called "H&S Manager", running within Smart 3D. Also included in the scope of services were the testing of the application and implementation support for its delivery to end-users.

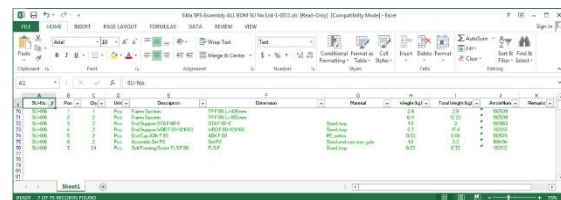
Our primary deliverable to the customer was the fully tested application and corresponding parts library. We now provide a long term Support Service facilitating the company to copy, sublicense, and distribute the "H&S Manager" to their customers on a worldwide basis. Under the terms of this relationship, we provide the following managed services:

- End-user support (helpdesk for levels 1, 2 and 3)
- Bug-fixing
- Installation support
- Initial introduction and training
- Delivery of and installation support for upgrades

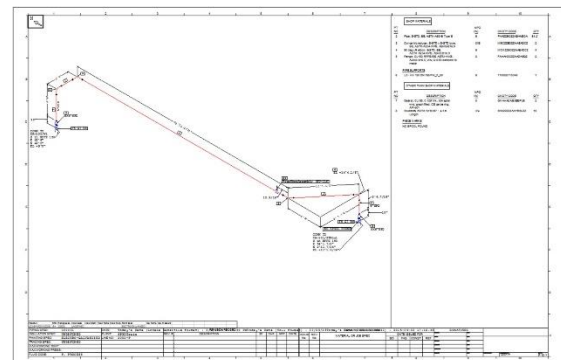
Our support is provided in German or English language via phone, email, internet conferencing and desktop sharing technology.



Creation of Drawings



Creation of Reports



Creation of Isometrics

If a Hanger and Support Manager customisation is a service that you need, [contact us](#) today for a quotation.

## Contact us

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