



TecSurge OnDemand

Webinar on February 3rd, 2016

Session 1: Europe / Asia starts at 9am London / 5pm Singapore

Session 2: Americas / Asia starts at 8am Los Angeles / 10am Houston / Midnight Singapore

Your presenters



- Waldir Pimentel - Service Center Manager



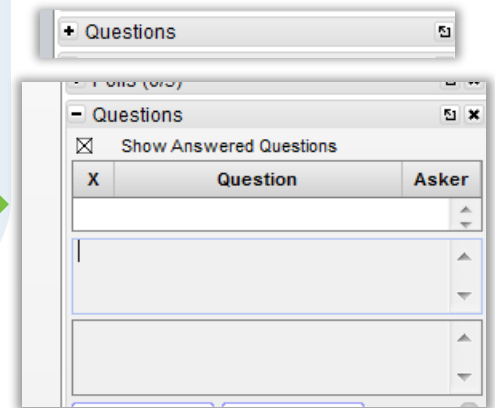
- Patrick Mackinlay - Principal Consultant



- Marc Albani - Marketing Director

House keeping

- This webinar will be recorded.
- All lines are muted, in order to avoid background noise.
- We will make the recording available in our follow up.
- The webinar will take around 40 minutes before we start the Q&A session.
- **To ask a question, please use the panel on your screen.**
- Please respond to the quick polls during the webinar.
- Please give us your feedback on the exit survey.



Vision of TecSurge



We will be the leader in Managed Services by delivering complex engineering software applications that are ready for use and enable our clients to maximize Return On Investment.

Our Way of Working

We are committed to providing an unrivalled customer experience and to being the most responsive, trusted, time efficient and cost effective business partner to our clients.

In other words:

“TecSurge is passionate about making the use of complex engineering software easy.”

Mr. Anton Schreibmueller, President & CEO of TecSurge.

Our business

- **Three business lines**



- TecSurge OnDemand
 - sharpen your business focus



- TecSurge Academy
 - boost your knowledge



- TecSurge Service
 - expand your capability

Agenda

- TecSurge OnDemand
 - sharpen your business focus



- **Industry drivers**
- What is OnDemand?
- The user experience
- Our process
- Our offer
- Getting started
- Q&A

Industry drivers

- Commodity price cycles causing volatility in demand for EPC services.
- Global work sharing strategies and business continuity requirements.
- Efficiencies through standardisation conflicting with the need for agility and flexibility.
- Product and technology evolution.



Quick Poll

Agenda

- TecSurge OnDemand
 - sharpen your business focus



- Industry drivers
- **What is OnDemand**
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What is TecSurge OnDemand



- TecSurge OnDemand delivers user support and system administration expertise as managed services for engineering software.
- TecSurge OnDemand provides a highly scalable, flexible and reliable solution to supporting and administering your engineering systems.
- TecSurge specialises exclusively in engineering, procurement and construction systems.
- TecSurge OnDemand enables your organisation to take advantage of new technologies and platforms, or augment your existing capability to fill functional or resourcing gaps.

What's inside



Meeting the challenge

TecSurge OnDemand addresses multiple industry challenges at once:

- Scalability
 - Scale up and down to match your project workload
 - Scale in and out to match your operating locations, time-zones and business continuity plans
- Expertise
 - Access the skills you need, regardless of product or vendor
 - Exploit new technologies while supporting existing platforms
 - Adopt best practices verified across the industry

And of course, we speak your language and understand your needs.

Quick Poll

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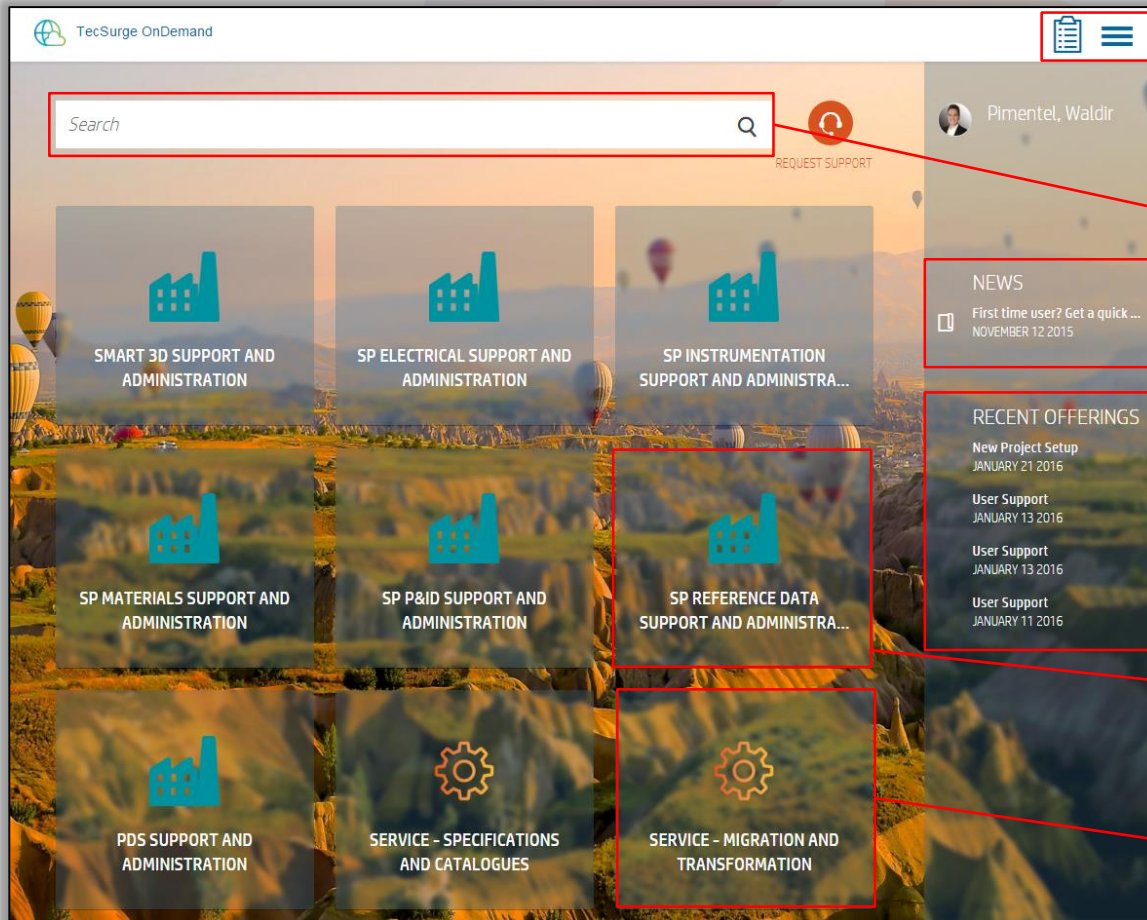
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It's easy to contact us



- Just send an email, call us or access our portal
- In all cases, requests and history will always be kept stored into our system
- Using our portal is user friendly, and enable you to send messages to our team and track the current status of your request

OnDemand portal



User specific request updates and approval actions

Smart search of content

Dynamic news feed

Recent activities and articles

Application specific user support and administration

Order professional services

Key functions

- User support



- Administrative services requests



- Scheduled services



- Reporting



User support

- User will open requests when they have any problem
- Receives users specific incident management when required
- It's SLA (service level agreement) guided
- Provide single point of contact to solve users problems.



SUPPORT OFFERING

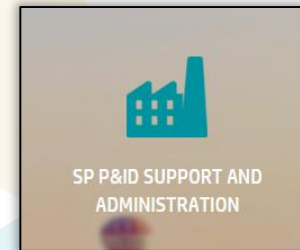


User Support

Use this offering to request assistance for SmartPlant Instrumentation, and choose in th...

Administration requests

- Application specific



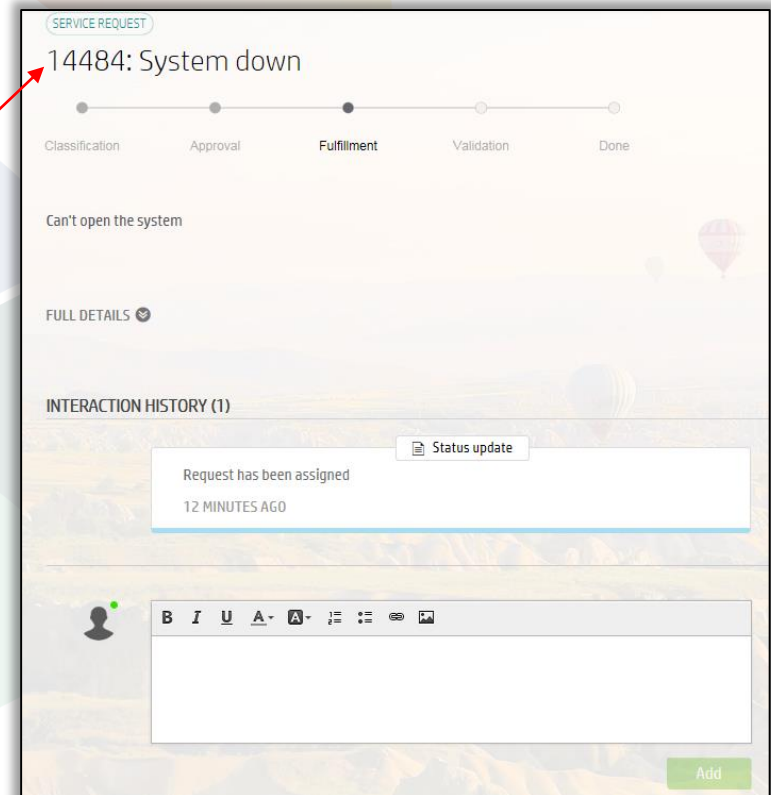
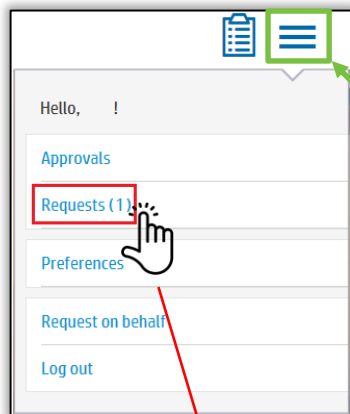
- Examples of the requested services are:



Create a new project	Restore a project from archive	Onboard a new user
Configure project defaults	Execute batch task	Install new workstation
Create a new user	Install hotfix	Create a new symbol
Prepare handover package	Create a report template	Create a new database instance

Managing requests

- A fully trackable and transparent process to the customer



Scheduled services

- Ensure integrity and performance of your applications
- Typical examples:

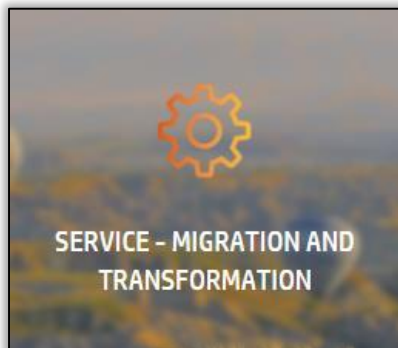


Backup execution	Connectivity verification	Security auditing
License usage monitoring	Storage monitoring	Interface monitoring
Application monitoring	Database optimization	Interference checking
Updates check	Database maintenance	Backup integrity verification

- Automated on an agreed schedule
- Maintenance and management for performance and backup for disaster recovery
- Escalations - the customer will be contacted immediately if any exceptional action like prompt software installation, data adjustment, server reboot or another user critical advise is required.

Order professional services

- Can also be ordered using our portal
- A simple and direct way to access TecSurge Service
- Those offerings are TecSurge Service, which consists of defined scope professional services for engineering, procurement and construction application software
- TecSurge Service follow an RFP process and are not part of the OnDemand SLA



Quick Poll

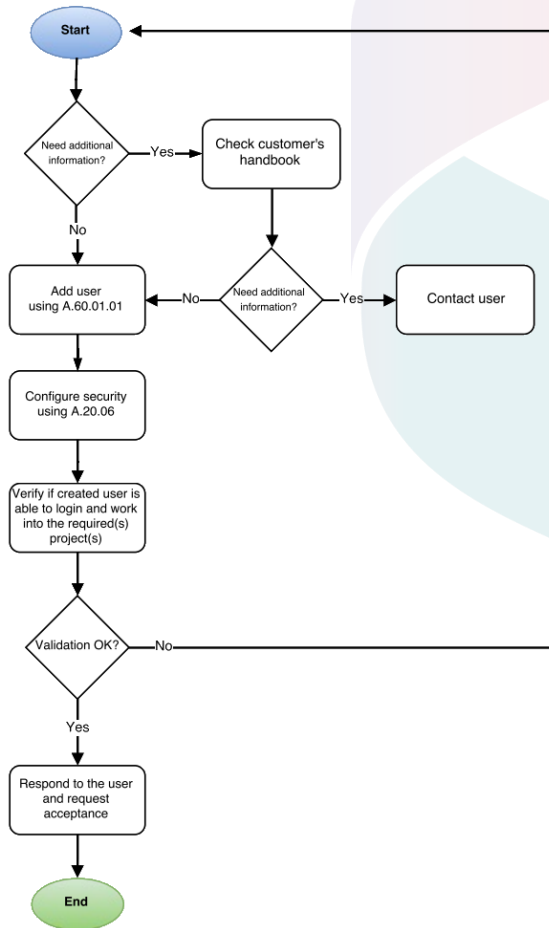
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Procedure driven



Service request process example:

Each service offering has a corresponding procedure, covering at least the following events:

- Confirm that request is sufficiently clear
- Reference to the customer handbook
- Proceed with tasks
- Validate
- Respond to the user & request acceptance
- Close

Customer handbook

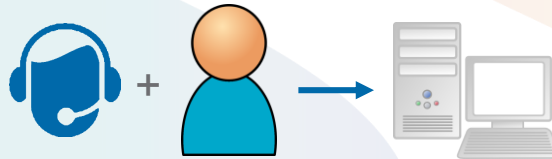


- A customer handbook is used to record all relevant customer specific information, such as implementation details, integrations, customizations and your business processes, as well as technical details of your IT landscape.
- In addition, the handbook contains information about operational procedures, such as when scheduled activities should be performed, and how changes and planned outages should be managed.
- The handbook is prepared during on-boarding, and is key to delivering effective support.

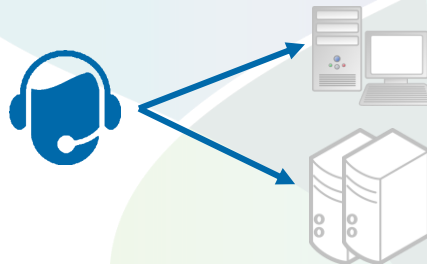
Remote access

- TecSurge OnDemand requires remote access to the client's infrastructure (servers and workstations)
- The service efficiency depends upon the level of remote access granted:

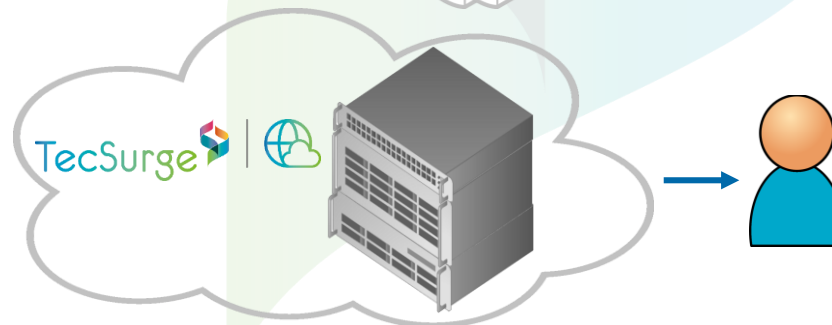
– Assisted:



– Direct:



– Automated:



Assisted

- We act indirectly via customer personnel, using a combination of verbal and written instructions, and web collaboration tools for remote desktop sharing

- Examples



WebEx



Skype



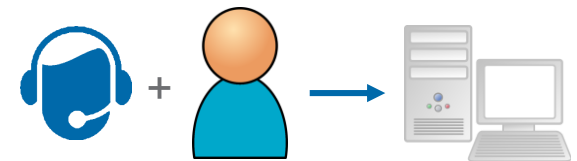
Join.me



GoToMeeting

- Advantages

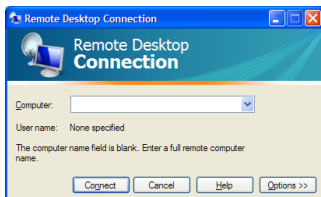
- Minimal technology investment
- External access restricted to absolute minimum



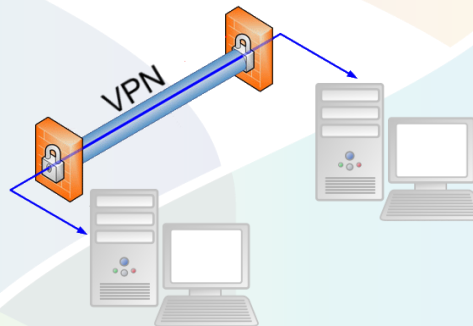
Direct

- We have direct remote access to customer server and workstations, supported by client IT for hardware or infrastructure level changes or configuration

- Examples



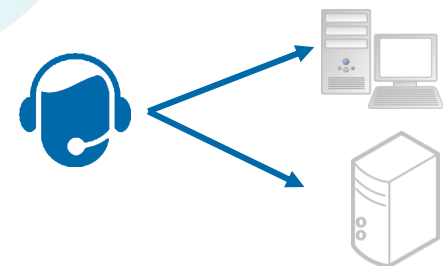
**REAL
VPN**



CITRIX

- Advantages

- Expanded maintenance window
- Increased TecSurge efficiency
- Enables proactive system monitoring



Automated

- We have full access to infrastructure automation platform, enabling self-service configuration and administration of customer specific landscape

- Examples

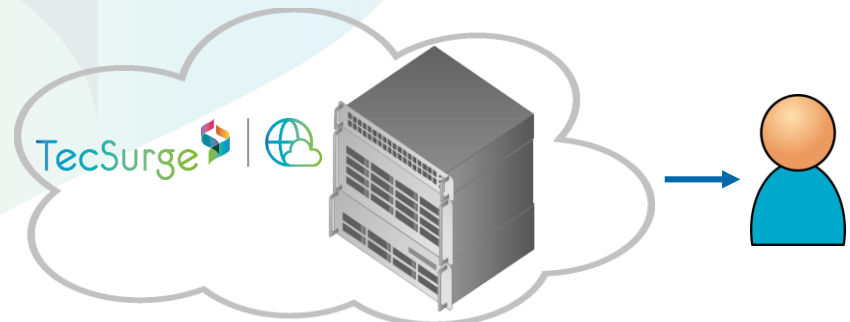


vmware

Microsoft Azure

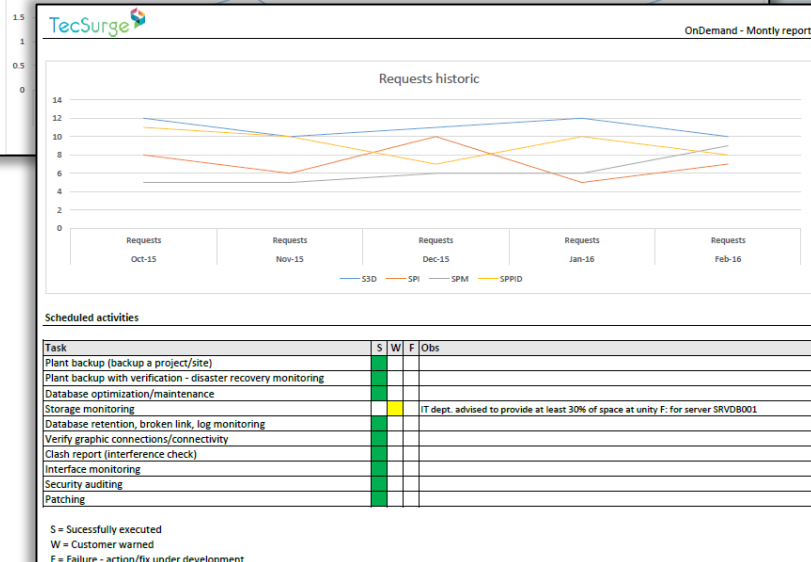
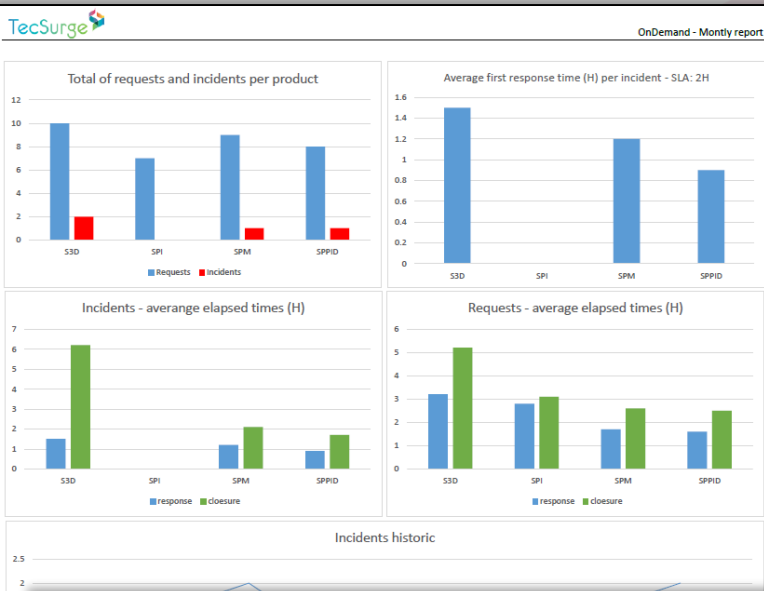
- Advantages

- Enables service automation
- High availability option
- Maximum TecSurge efficiency



TecSurge OnDemand - Monthly report

- Part of our ongoing process
- Monitor SLA compliance
- Summary of service requests and user support
- Overview of scheduled tasks completed
- List of any customer action required
- Notify the customer of planned activities



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Products available

- Customer demand and available today
 - Intergraph Smart 3D
 - Intergraph SmartPlant Electrical
 - Intergraph SmartPlant Instrumentation
 - Intergraph SmartPlant Materials
 - Intergraph SmartPlant P&ID
 - Intergraph SmartPlant Reference Data
 - Intergraph PDS
- Based on future customer demand
 - AVEVA
 - Autodesk
 - Bentley
 - Others

 **INTERGRAPH®**

 **AVEVA**
CONTINUAL PROGRESSION

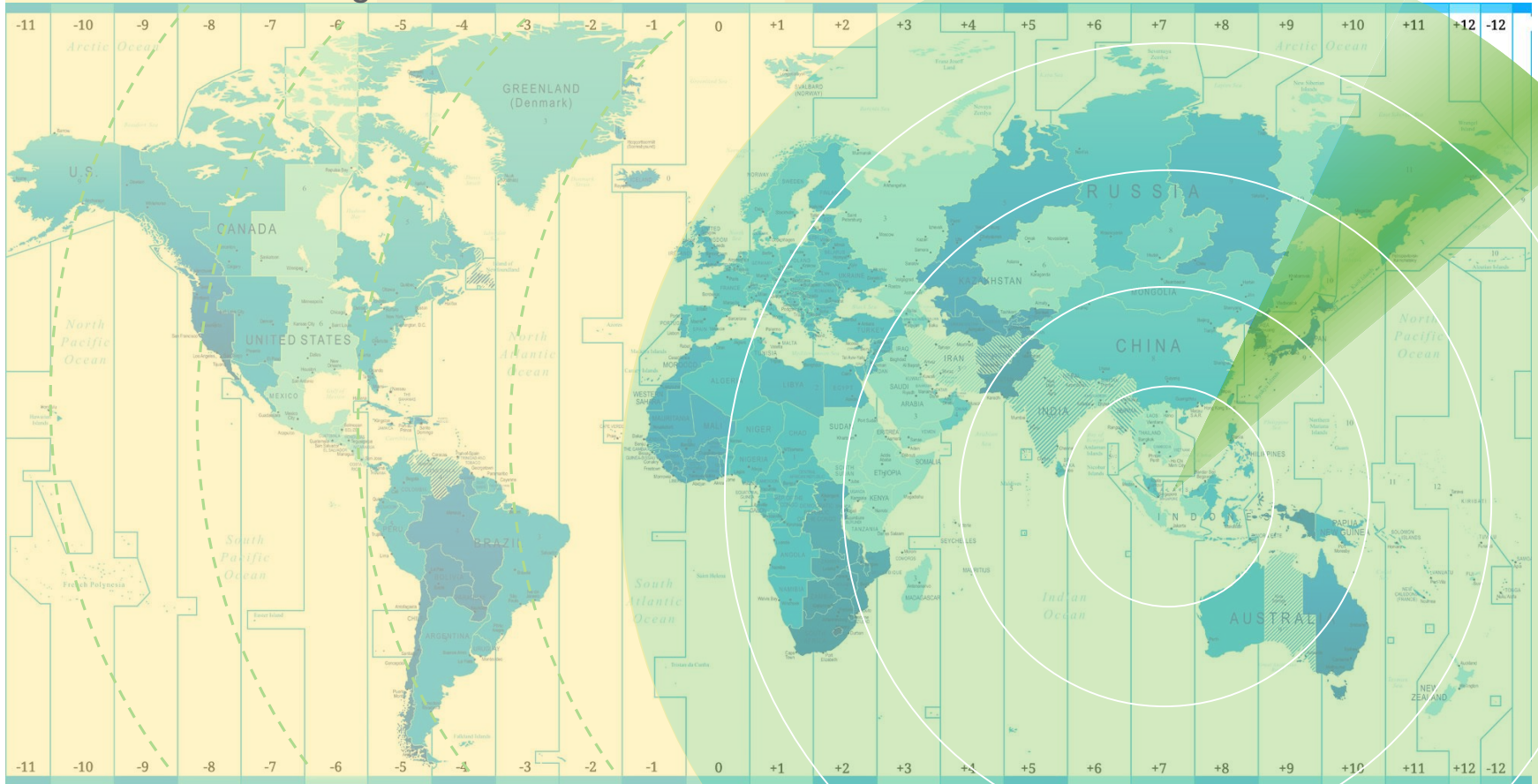
 **AUTODESK®**

 **Bentley®**

 **CAXperts**
Engineered Efficiency

Our immediate reach

Coming soon!



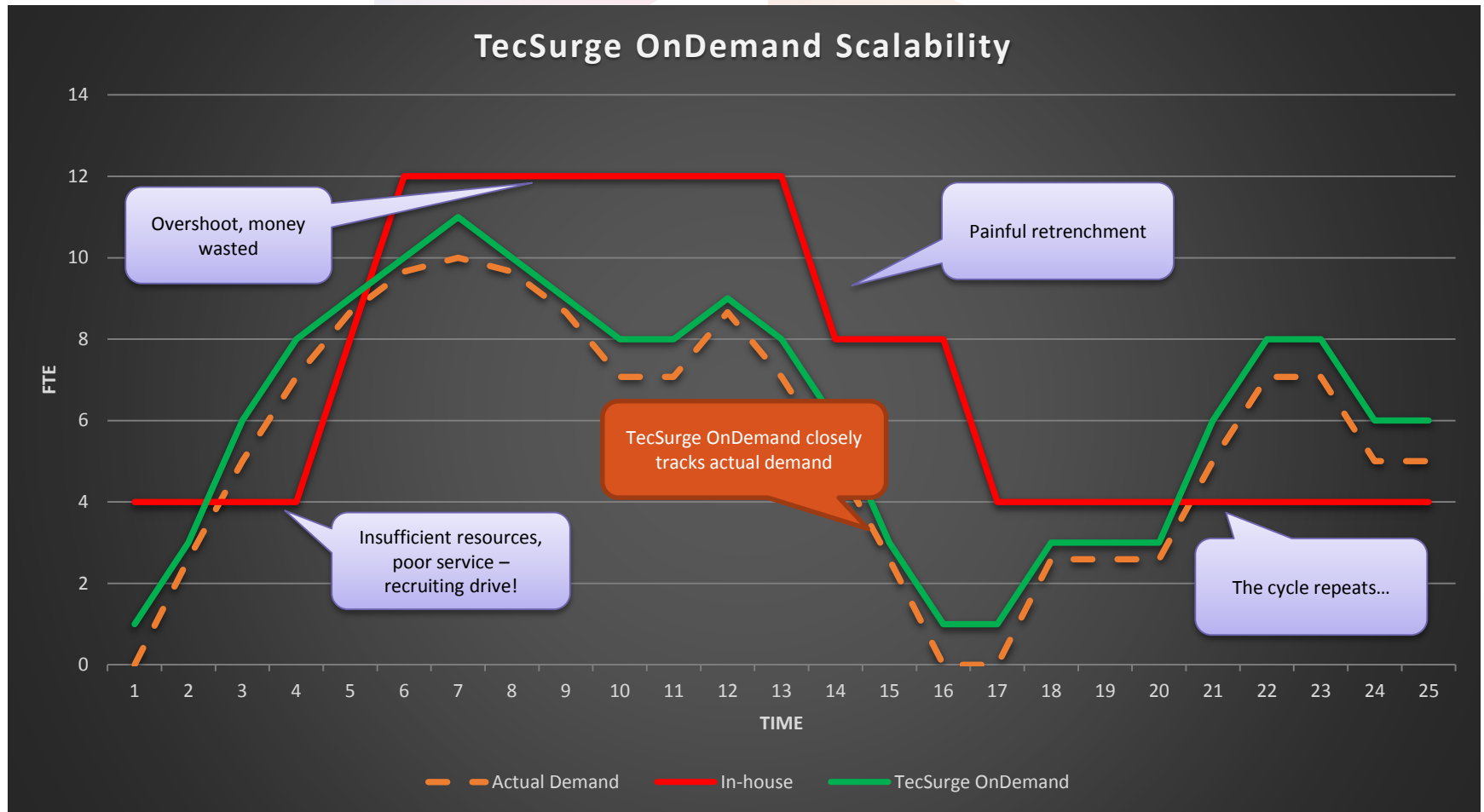
Sharpen your business focus

TecSurge OnDemand is:

- Scalable
 - Expertise when you need it
 - Productive
 - Easy to use
- Skilled
 - Advice you can trust
 - Mix and match
- Reliable
 - Always available
 - Single point of contact
 - Single source for knowledge

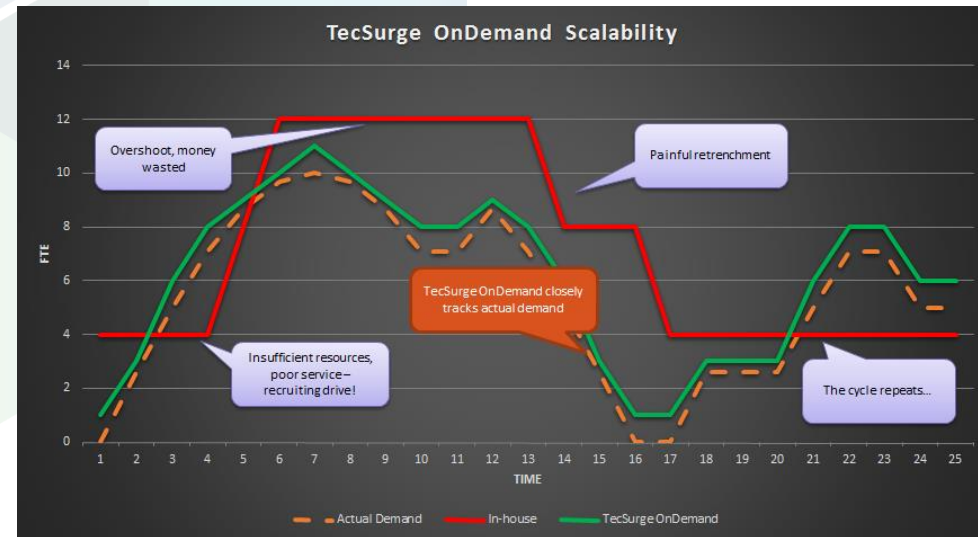


Pricing Scalability



Pricing model

- TecSurge OnDemand pricing is based on actual application usage.
- Plans are defined by user count and pre-defined duration.
- Each plan covers unlimited support and service requests.
- Pricing assumptions are reviewed and adjusted over time.



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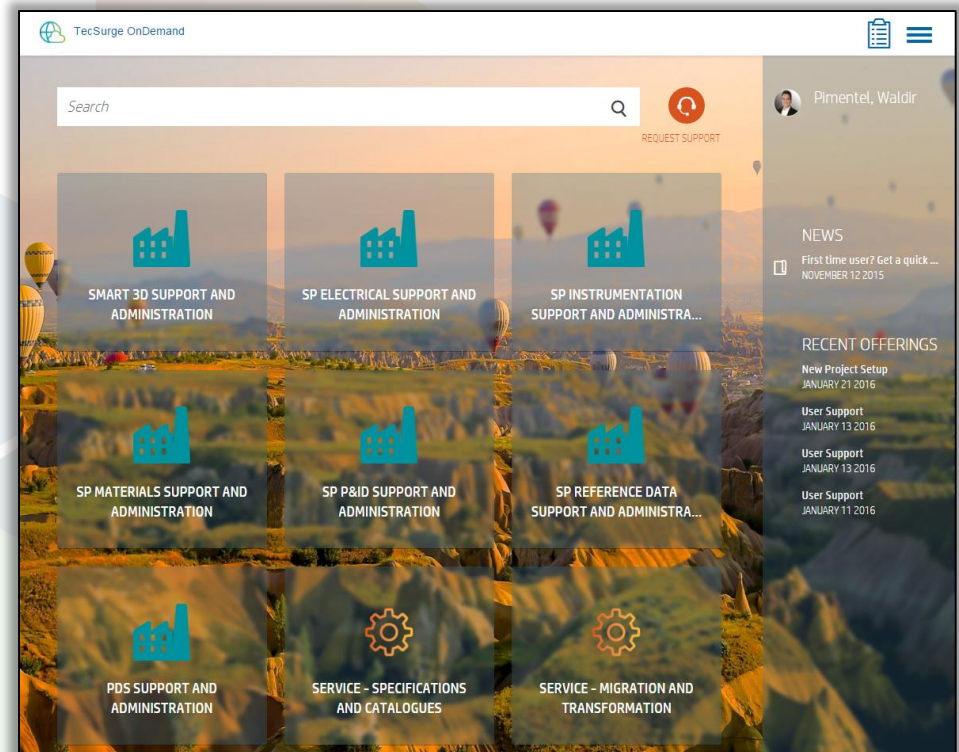


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Getting started



1. Contact us for a demonstration and to discuss your needs.
2. Complete the on-boarding process.
3. Start enjoying the benefits of TecSurge OnDemand!



On-boarding OnDemand

Legal & Commercial

- Agree on key metrics (# locations, # users, # languages, application portfolio)
- Negotiate discounting based on volume and contract duration
- Complete commercial and legal procedures and agreements

General On-boarding

- Technology: remote access method, infrastructure details, access credentials
- People: key contact points and business hours
- Process: maintenance windows, backup procedures, change management requirements, performance and status reporting contacts

Application Specific

- Automated application on-boarding (user list, project list, database type, software version)
- User engagement (introduction and contact points, self-service portal activation)

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Q&A

Thank You



- We are looking forward to making your experience with TecSurge OnDemand an easy one.
- Please complete the exit survey.
- For business inquiries, please contact Rengan Jayakrishnan, Global Sales Manager at rengan.jayakrishnan@tecsurge.com.
- Connect with us on [LinkedIn](#).
- For more information, please visit www.tecsurge.com
- You will receive a follow up email including the recording of this webinar.