Capabilities

TecSurge Service consists of defined scope professional services for engineering, procurement and construction application software and data.

We offer a full range of professional services, from business process consulting to individual work instruction, available stand-alone, or in combination with our cloud and training platforms, across a comprehensive range of applications and technology. Our service offerings are categorised at a high level into those dealing specifically with systems and infrastructure, and those addressing requirements related to application content and data.

Applications and Infrastructure

Business process consulting

Our professional services team has broad and deep exposure from working in the industry on projects of many types and sizes, with applications from the full spectrum of software suppliers and for a wide variety of clients and organisations. This gives us the knowledge and wisdom to be able to offer independent and trustworthy advice regarding the most efficient and reliable methods for applying technology to meet your business challenges. We rely upon a combination of industry best practice and innovative thinking to enable you achieving the maximum return on your investment in technology.

Systems implementation and integration

Whether you are implementing an entirely new system or migrating from an existing one, TecSurge has the expertise to help you ensure a successful outcome. We understand what's required in order to begin using your software in production and will help you plan and execute each step in a logical and timely fashion.

Integration between systems is often complex and may involve a variety of technology and compromises, but can provide significant business benefits. TecSurge offers deep expertise and a pragmatic, practical approach to design, develop and deploy systems integrations, making sure you capture the business value identified.

Customisation and bespoke development

TecSurge Service offers you the specialist knowledge and niche technical skills needed to customise your commercial engineering and design software, to meet unique project or corporate requirements. We deliver results in a convenient and cost-effective manner, providing you with practical, efficient and reliable means of enhancing your systems to address your business needs.

TecSurge stands ready to deliver professional software development services to provide a solution where your specific project requirements or innovative ideas may not be addressed by any available commercial software. In addition, for cases where existing, internally developed customisations or bespoke software may be in danger of becoming "orphaned" within your organisation, we urge you to contact us to discuss possibilities for the provision of future support and maintenance services.

Content and Data

Specifications and catalogues

Modern engineering and design software is often driven based upon standardised catalogue and

specification data, such as the piping specifications utilised by a modern 3D plant design application. The creation and modification of such catalogues and specifications is a specialist knowledge and resource intensive activity, and because it forms a key input to applications, can often become part of the critical path of a project.

TecSurge Service has a long history of providing top quality, cross-discipline specification and catalogue data to a large variety of clients and projects. We pride ourselves on our efficiency and quality, reducing risks to your project execution.

Symbols and assemblies

TecSurge Service has extensive experience in providing our clients with symbol and assembly libraries for both 2D and 3D CAD systems. Our focus on this technology ensures our efficiency and that you gain the resulting benefits of automation and visualisation, on demand, and without incurring the overhead of retaining additional specialised resources on a permanent basis.

Data migration and transformation

TecSurge can help you to retain and leverage the value of your investment when upgrading, migrating, merging or separating engineering data. Common scenarios for which we offer you a reliable and efficient solution include the migration of 3D data from one CAD system to another, upgrading existing systems to more recent versions, and merging together data sets produced by independent parties.

Our vendor neutrality, deep domain expertise and extensive use of automation ensure that you will achieve the maximum value for money and optimise your return on investment in technology.

Drawings and reports

Ultimately, engineering, procurement and construction software systems provide value via their deliverables, usually in the form of drawing and report output. TecSurge Service offers the skills necessary to develop and configure reports

and drawings, along with a large pool of existing examples and templates, accelerating delivery and ensuring you meet your production schedule.

Analytics, Quality and Auditing

TecSurge Service offers the skills and reassurance to provide your business with reliable analytics, quality and auditing. You always retain and leverage the results of TecSurge analytics to verify the quality of all the outputs from our TecSurge Service solutions. Stringent quality control and consistent auditing provides you with peace of mind that the solutions we deliver are fit for use.

Service examples

TecSurge is ready to address any of your engineering software related services challenges, whether they be common throughout the industry, or unique to your own organisation and project circumstances. As an illustration of the diversity of our capabilities, the following paragraphs describe some of the services most commonly requested by our clients.

Smart 3D migration

Many clients have a requirement to migrate existing PDS or PDMS project data to Smart 3D format. Such migration typically requires the acquisition of new technology and specialist skills, and most organisations cannot afford the time and cost impact of the learning curve, especially if the task is expected to be a one-off and has its own schedule constraints.

TecSurge utilises a combination of state of the art automation and knowledgeable 3D operators to deliver a high-quality outcome within project time and cost constraints.

We offer two conversion methods, each applicable for different project scenarios:

- Typical – specifications and catalogues are first migrated, followed by fully intelligent, specification-driven, semi-automated model conversion.

- Simplified – proprietary technology is used to allow model conversion without

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the cost and time involved in converting specifications.

TecSurge has the experience and skills you need to solve the business challenges posed by this highly technical subject, so contact us to discuss your specific requirements.

Piping specification preparation

TecSurge has vast experience in preparing piping specifications from source engineering information, targeting a range of different systems:

- SmartPlant Reference Data (with or without reference to Standard Database)
- Smart 3D (bulk load sheets)
- PDS (neutral files)
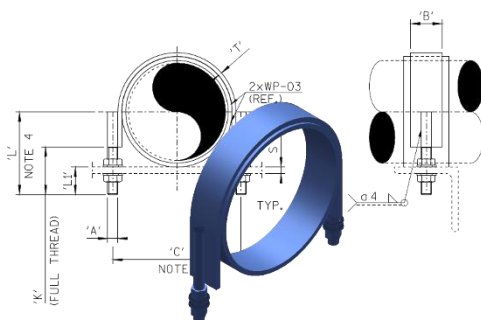- PDMS (DATAL files)

In all cases, TecSurge methods include detailed quality checks at every stage to ensure deliverables are free from defect and ready for immediate production use.

Leverage our expertise and experience and reduce your project execution risks related to this critical path activity.

Hangers & supports for Smart 3D

Symbol and assembly development is one of the most technically challenging tasks in any Smart 3D implementation.

From years of experience, TecSurge has developed sophisticated automation and a deep pool of knowledge about how to efficiently construct symbols and assemblies, maximising the automation potential of the Smart 3D platform.

TecSurge offers you the opportunity to focus on your core business while maximising your return on investment, by offloading this non-core task to the specialists.

Contact us to discuss your pipe support requirements, and find out how you can streamline and reduce risks in your project execution.

Key Benefits

Scalable

Delivery organisation

TecSurge Service is built on a delivery organisation that allows us to rapidly scale to meet client demands with our professional service centre and project management office in Singapore. This structure guarantees we can meet the needs of the largest projects, while delivering maximum value to you.

Efficiency via automation

TecSurge has a long history of building and utilising automation technologies, which allows us to deliver the highest quality results within tight schedules. Our intimate familiarity and understanding of the technology ensures we can identify and apply the best available methods, ensuring we can efficiently scale our capability to meet your toughest challenges.

Innovation and creativity

The professional services team at TecSurge is always looking for opportunities to improve quality and reduce cost. We enjoy identifying innovative new techniques to solve problems, ensuring we remain competitive while delivering a premium quality service.

Predictable

Team of experts

As an independent professional service provider to multiple industry clients, we can retain an appropriately sized pool of the necessary

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specialised resources to meet your business needs on demand. By having a large team dedicated to our area of expertise, TecSurge Service neutralise the risks associated with losing individual experts and make sure we deliver on our promises to you.
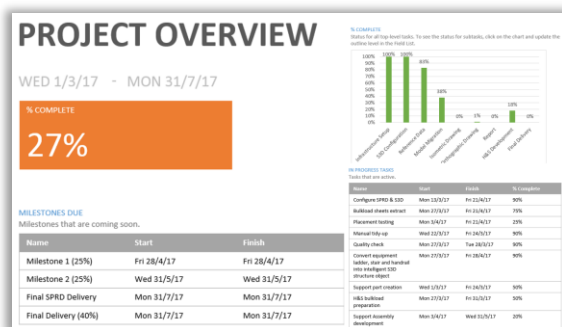
Broad expertise

In addition to the existing skills of our professional services staff, we are constantly exposed to new clients, projects and technologies by virtue of being a completely independent and neutral service provider. This key advantage leads to higher confidence and more accurate estimates and forecasts, enabling us to offer you fixed price quotations for many service engagements.

Experience and professionalism

TecSurge Service has been satisfying clients for over a decade.

A key part of our success is that we operate our service delivery according to industry standard professional project management principles and practices. This means you will be proactively informed of progress and involved with issue resolution well before any schedule or cost impact might arise, and ensures there are no unwelcome surprises during your engagement with TecSurge.

You can rely on the experience of our project management office and professional services team to exceed your expectations.

Simple

We speak your language and understand your issues

Our industry and technology background and focus ensures we can quickly and comprehensively understand your requirements and provide you with the results and solutions that you are looking for.

Application and vendor independent

TecSurge has no vested interests in any application or software vendor allowing us to cut through the jargon and product limitations or restrictions to provide you with the best possible outcome.

Standardised and tailored

A key part of our service management practice is to review completed projects and identify opportunities for improvement. In many cases this review allows us to develop a packaged service offering that gives future clients a simpler and more transparent service description.

In addition, where project or corporate circumstances require a unique solution, or deviations to our standard methodology, we are happy to tailor our services to deliver your outcome.

Contact us

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