Sharpen your business focus

TecSurge OnDemand provides user support, application administration and data management for engineering, procurement and construction applications as a managed service.

Choose your level of engagement. Our clients always retain design, engineering & procurement responsibility adding on TecSurge OnDemand Application Management, Data Management or both.

Application Management

benefit from our classic IT support for engineering software.

Data Management

benefit from seamless remote operational support for your reference and design data in your engineering applications.

Application and data management – benefit from the full spectrum of managed services around engineering software and data, combining classic IT and remote task based content support. Under this responsibility model, clients choose to strategically outsource engineering application and software application related support as well as ongoing data and OnDemand content development support.

TecSurge OnDemand delivers outsourced and professionalised services that drive efficiency and productivity with a dedicated focus on the process and power industries. Our specialisation in this area enables you to concentrate on using your software, rather than supporting it, maximising your productivity.

We share a common language with your own end users, eliminating delays in resolving problems. Our standardised approach to engineering IT can rapidly scale to match your demand and ensures our service meets your quality expectations.

TecSurge OnDemand comes with the added security of a service level agreement.

Our solutions for common customer challenges are:

Cost reduction *Outsource and save.*

TecSurge OnDemand specialises in user support and system administration, providing leverage through a pool of personnel to deliver quality service at a lower cost than the equivalent full-time staff.

Remote location *Instant help.*

TecSurge OnDemand and the TecSurge Service Operation Centre operate in your remote location's time zone providing timely technical support to end users.

Staff augmentation *Immediate manpower.*

TecSurge OnDemand offers a scalable pricing model directly linked to your application usage, meaning you pay only for what you need, while being able to instantly scale up to match increased demand.

Non-core technology *Just use it.*

The TecSurge OnDemand subscription model delivers the expertise you require without long-term commitments.

New technology *Hit the ground running.*

TecSurge OnDemand delivers immediate access to the industry experience and technical expertise you need, while avoiding delays associated with talent acquisition.

Small organisations *Leverage expertise.*

TecSurge OnDemand delivers a service rather than an individual providing you with the full range of expertise needed at an affordable price.

Multi-party collaboration *Guard intellectual property.*

TecSurge OnDemand offers a completely neutral and independent solution ensuring all parties receive equal and consistent support, free from any conflicts of interest.

Strategic outsourcing *Focus on core business.*

TecSurge has an exclusive focus on EPC solutions, and being independent, can support any combination of solutions from different vendors without conflict.

TecSurge OnDemand works collaboratively with your internal or external IT service provider to resolve problems.

Responsibility model
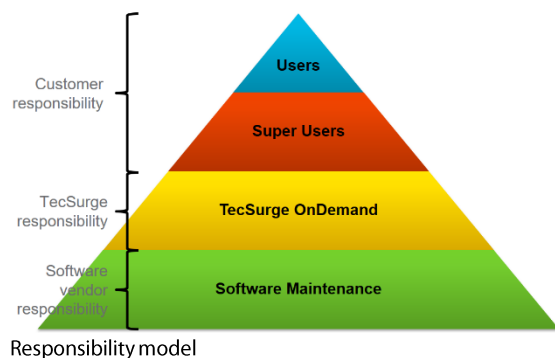
Business benefits

TecSurge OnDemand delivers outsourced and professionalised services exclusively focused on engineering, procurement and construction industry solutions. Our specialisation in this area enables you to concentrate on using your software, rather than supporting it, maximising your productivity.

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Cost-effective

TecSurge OnDemand leverages the powerful economic force of specialisation to enable you to reduce costs and focus on your core business. Our exclusive focus on engineering, procurement and construction (EPC) software liberates your personnel from the distractions of supporting and operating the technology, and to concentrate instead on delivering business value.

TecSurge OnDemand provides the key benefit of access to a team of expert application specialists to resolve and respond to your user's requests, without having to incur the high costs of keeping such a team available permanently on staff.

Scalable

Expertise when you need it

TecSurge OnDemand leverages our dedicated Service Operation Centre to deliver unprecedented levels of scalability, supporting close alignment to your business cycle. You gain the benefit of having expertise provided at the time and point of need, while avoiding unnecessary costs during periods of low demand.

Easy to use

Our easy to use service desk provides your end users with a single point of contact to our team of specialists and support staff. We will operate on a 24×7 basis, ensuring that we can provide quality support to meet your project demands, regardless of location or time-zone.

Recognising the inherent variability and unpredictability of the commodity price cycle, TecSurge OnDemand is designed to be a highly scalable solution. By minimising your ongoing costs and retaining key capabilities when the business cycle turns down, and rapidly scaling up

to match project demand when activity grows, OnDemand customers are prepared for any market conditions.
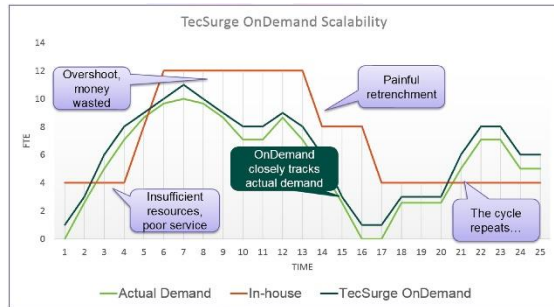
The scalable TecSurge model

Innovative

Exposure to a huge diversity of organisations, projects and technologies delivers TecSurge OnDemand customers a key advantage through our ability to provide solutions ranging from pragmatic industry standard approaches, through unfamiliar techniques used in different contexts, to unique, time-saving, innovative solutions pioneered and tested by our own experts.

Customers also derive a benefit from the invaluable feedback and proactive advice prepared based on our continuous review and analysis of your users' requests and application usage patterns.

Efficient

TecSurge's decade-plus history as a service provider dedicated to the process, plant and marine industry and its software ensures we speak your language and understand your needs. Our on-boarding process ensures we are familiar with your people, projects and processes, providing an experience as close as possible to that of interacting with your in-house service providers, and minimising communication bottlenecks.

In addition, we deal with software vendors on your behalf to report and resolve problems, thoroughly testing solutions offered before implementing them, addressing a pain point keenly felt by many customers.

Advice you can trust

TecSurge is an independent company, not affiliated with or subordinate to any software product vendor or other organisation. Our objectivity enables us to provide completely independent advice without any hidden agenda, and manage solutions involving applications from competing vendors, including your own proprietary technologies.

Professional

TecSurge OnDemand processes are designed around the ITIL® framework, delivering a professional, structured and transparent solution to operating engineering information technology. OnDemand services are managed per a documented service level agreement (SLA), with monitoring and compliance with targets forming a key element of the continuous improvement process.

Always available

TecSurge OnDemand offerings are governed by pre-defined SLA, providing you with predictable response and escalation criteria, guaranteeing your end users always know what to expect. Where applicable, TecSurge also offers SLAs governing application availability and performance, helping to reduce risks to project schedules.

Transparent

Our straightforward pricing model, comprehensive service catalogue and request management process, professional service desk, and detailed monthly reports ensure that you understand what you are paying for, how we are performing, and the value you are receiving every step of the way.

Contact us for a demonstration of our portal and a commercial proposal tailored to your requirements.

Single source for knowledge

Our easy to use service desk provides your end users with a single point of contact to our team of specialists and support staff.

Our direct access portal contains expert knowledge content allowing users to find solutions to common problems and questions. While opening a new service or support request, the application immediately displays a selection of related knowledge articles that may contain useful guidance and answers, promoting your productivity by allowing users to help themselves.
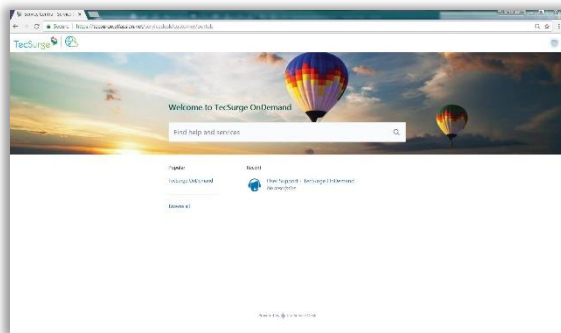
TecSurge OnDemand web portal

TecSurge OnDemand components

User Support

We answer your questions and resolve problems.

Requested Administration

We perform system administration tasks on demand.

Scheduled Administration

We monitor and maintain your applications for you.

TecSurge OnDemand features

Service Management

Our onboarding process and regular reporting support managed services delivery.

We conduct a one off initial onboarding process, to truly understand your environment and to operate in its context.

You obtain visibility into service delivery history, upcoming events and opportunities for process improvement through a detailed monthly status report.

Product Range

We are experts with products from Autodesk, AVEVA, Bentley, Intergraph and others. We retain independent and cross platform expertise with all leading engineering software providers, so that we can objectively offer the best services and solutions to you.

Pricing Model

Our pricing plans are structured to be highly competitive.

Frequently asked questions

We answer your frequently asked questions

Let's talk!

Go to TecSurge OnDemand on our website https://tecsurge.com/ for full details.

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