OnDemand as a solution for common customer challenges

Webinar on May 17th, 2017

06.00 UTC for Asia Pacific, Middle East & Europe
14.00 UTC for the Americas, Middle East & Europe

Your presenters

- Waldir Pimentel - Service Centre 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.
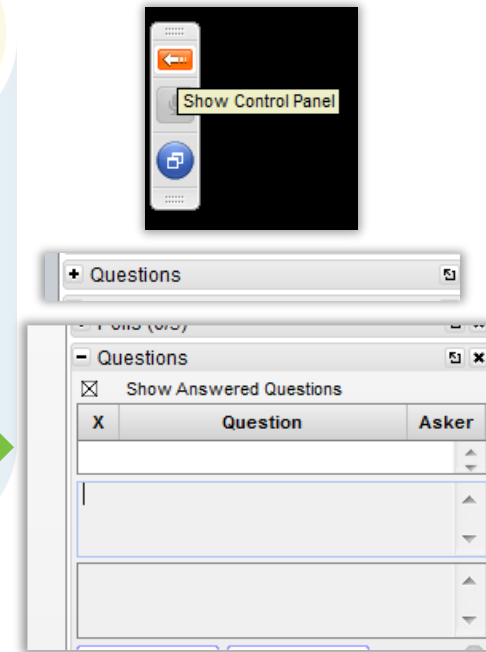
Vision of TecSurge

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.

In other words:

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

Mr. Anton Schreibmueller
President & CEO of TecSurge

Portfolio update

- We launched our Service Operation Centre (SOC) in the Philippines last year.

- SOC provides 24-hour coverage to meet TecSurge worldwide customer demand.

- Intergraph Process, Power & Marine, now Hexagon PPM, and TecSurge continue an Alliance Agreement in the Asia-Pacific region

- Intergraph customers in the Asia-Pacific region are able to subscribe to Intergraph OnDemand.

Product Range

TecSurge

Supported currently

INTERGRAPH®

- ✓ Intergraph Smart 3D
- ✓ Intergraph Smart Construction
- ✓ SmartPlant Foundation including:
  - SmartPlant Fusion
  - Intergraph Smart Data Validator
  - SmartPlant Enterprise for EPC
  - SmartPlant Enterprise for Owner Operators
- ✓ Intergraph Smart Materials
- ✓ PDS (Plant Design System)
- ✓ SmartPlant Electrical
- ✓ SmartPlant Instrumentation
- ✓ SmartPlant P&ID
- ✓ SmartPlant Reference Data
- ✓ SmartPlant Spoolgen

AVEVA
CONTINUAL PROGRESSION

- ✓ E3D (Everything 3D)
- ✓ PDMS

Driven by customer demand

AUTODESK.

Bentley®

caXperts
Engineered Efficiency

… share your requirements with us.
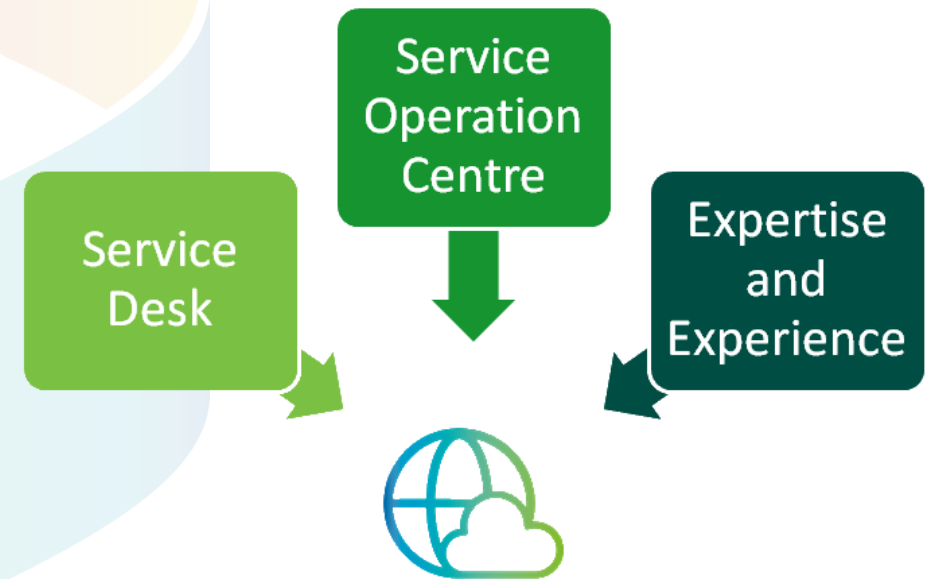
Mission of TecSurge OnDemand

TecSurge OnDemand is a cost-effective way to obtain expert operational help for your engineering, procurement and construction applications.
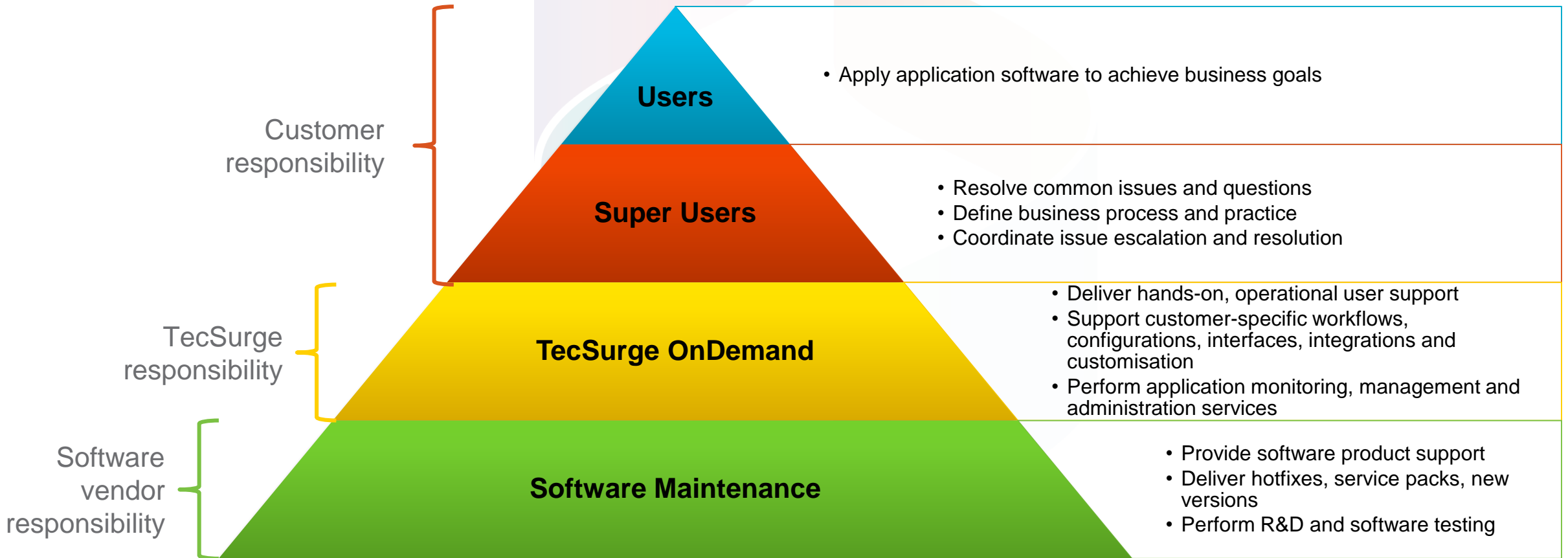
Services available "on demand" include:

– Answering your user questions
– Troubleshooting user, data and application problems
– Coordinating with software vendor support on your behalf
– Performing system and application administration
– Managing, monitoring and optimising applications

OnDemand enables your organisation to quickly take advantage of new technologies and platforms, or augment your existing capability to fill functional or resourcing gaps.

OnDemand is a highly scalable, flexible and reliable solution to supporting and administering your engineering systems.
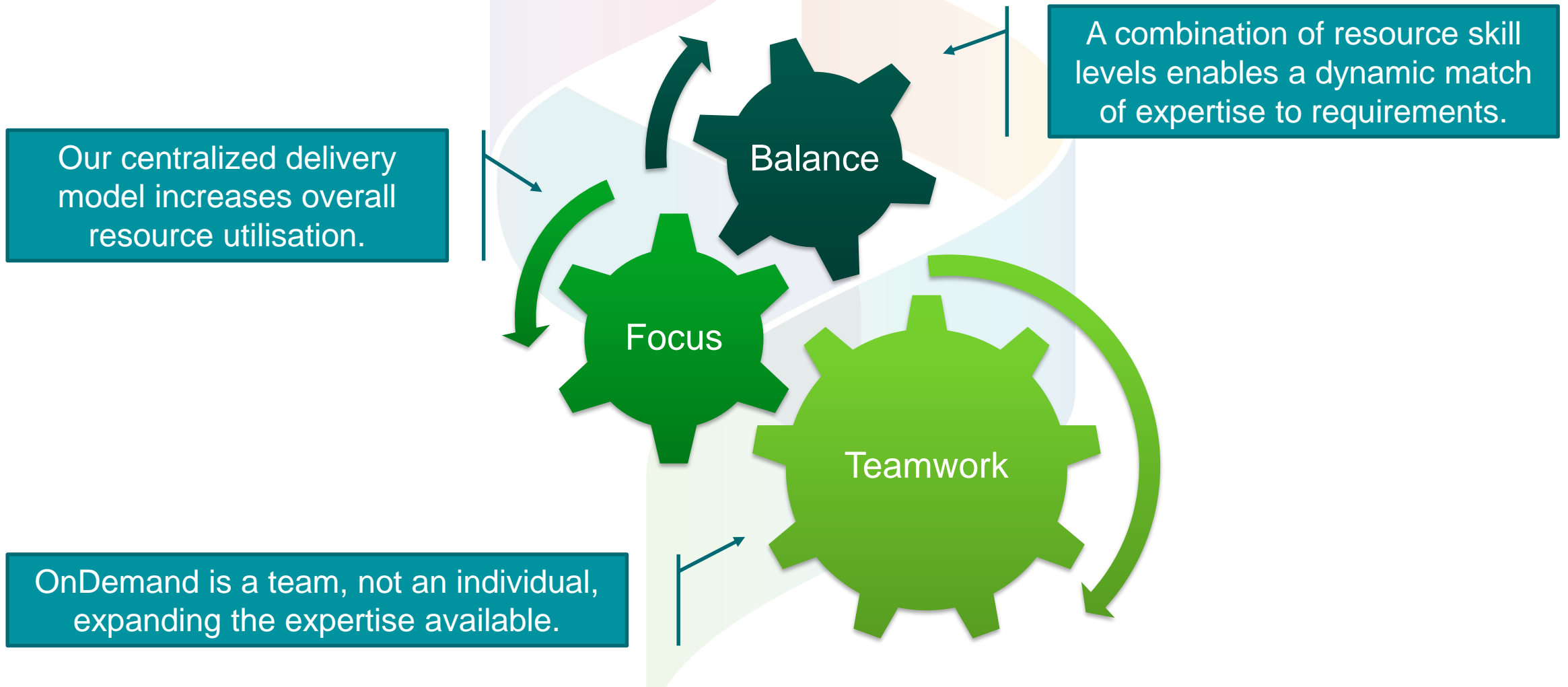
Service Desk

Service Operation Centre

Expertise and Experience

Responsibility Model

Customer responsibility

Users
- Apply application software to achieve business goals

Super Users
- Resolve common issues and questions
- Define business process and practice
- Coordinate issue escalation and resolution

TecSurge responsibility

TecSurge OnDemand
- Deliver hands-on, operational user support
- Support customer-specific workflows, configurations, interfaces, integrations and customisation
- Perform application monitoring, management and administration services

Software vendor responsibility

Software Maintenance
- Provide software product support
- Deliver hotfixes, service packs, new versions
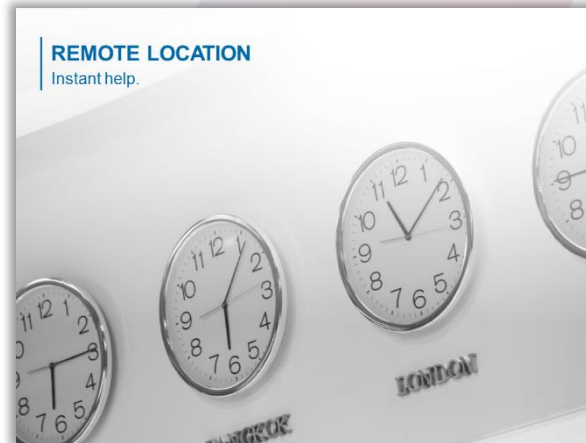- Perform R&D and software testing

An active software vendor maintenance contract is a prerequisite for TecSurge OnDemand, and the two services are *complementary*, not competitive.

Efficiency from leverage

Balance

A combination of resource skill levels enables a dynamic match of expertise to requirements.

Our centralized delivery model increases overall resource utilisation.

Focus

Teamwork

OnDemand is a team, not an individual, expanding the expertise available.

Solutions for customer challenges

COST REDUCTION
Outsource and save.

REMOTE LOCATION
Instant help.

NON-CORE TECHNOLOGY
Just use it.

NEW TECHNOLOGY
Hit the ground running.

SMALL ORGANISATIONS
Leverage expertise.

STAFF AUGMENTATION
Immediate manpower.

STRATEGIC OUTSOURCING
Focus on core business.

MULTI-PARTY COLLABORATION
Guard intellectual property.

COST REDUCTION
Outsource and save.

Save money by outsourcing non-core administrative and support activities.

- Problem: expert staff are expensive and often underutilised

- Solution: OnDemand price is linked to demand

- Benefit: reduce application operating and management costs

Outsource and save

TecSurge

- **Context**
  - Application: Smart 3D
  - User count: 150
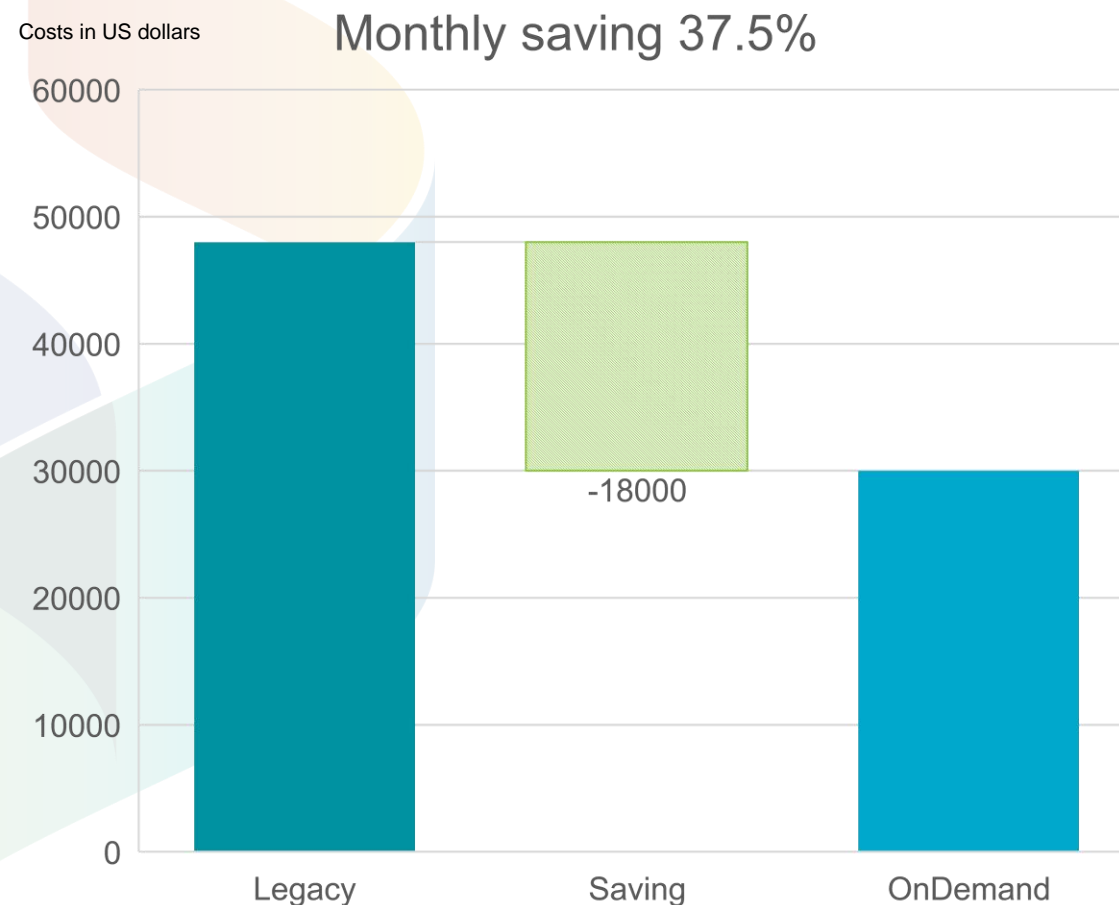 - Locations: Chennai

- **Legacy approach**
  - 30 application specialists @ 50%
  - Typical rate: $20/hour (40 hour week)
  - Monthly cost: 30 × 40 × 4 × $20 × 50% = $48,000

- **OnDemand approach**
  - Coordination (1 FTE): $4,000
  - OnDemand cost (150 users): $26,000
  - Monthly cost: $30,000

- **Saving**
  - Monthly saving: $18,000 (37.5%)

Costs in US dollars

Monthly saving 37.5%

Legacy	Saving (-18000)	OnDemand

Quick Poll

REMOTE LOCATION
Instant help.

Receive timely technical support in all operating time zones.

- Problem: delays and frustration due to time zone delays

- Solution: OnDemand operates globally, 24 hours

- Benefit: improve productivity by eliminating delays

24 hour global operation

TecSurge OnDemand Service Operation Centre

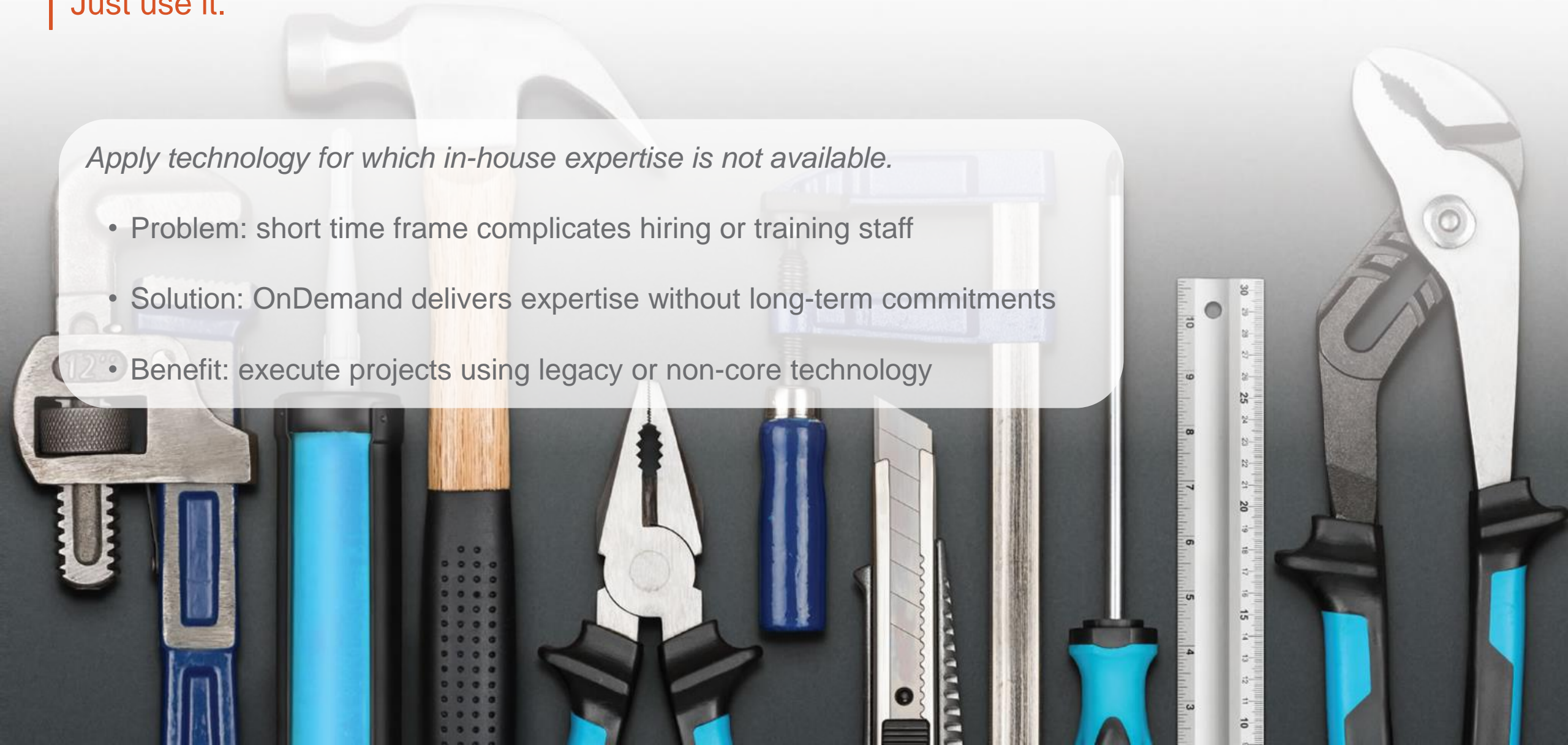http://eurock2016.org/travel/useful-information

Quick Poll

NON-CORE TECHNOLOGY
Just use it.

Apply technology for which in-house expertise is not available.

- Problem: short time frame complicates hiring or training staff

- Solution: OnDemand delivers expertise without long-term commitments

- Benefit: execute projects using legacy or non-core technology

Execute without lock-in

- **Context**
  - Project scope: brownfield P&ID modifications
  - Project duration: 3 months
  - Company standard: AutoCAD
  - Client requirement: SmartPlant P&ID

- **Legacy approach**
  - Convert existing P&IDs from SPP&ID to AutoCAD
  - Execute project using AutoCAD
  - Convert updated P&IDs from AutoCAD to SPP&ID

- **OnDemand approach**
  - Restore and reuse client SPP&ID configuration and data
  - Execute project using SPP&ID
  - Restore updated P&IDs intelligently in client environment

- **Benefits**
  - Costs directly linked to project duration and usage (OpEx)
  - No long-term commitment or unnecessary investment
  - Avoids technical and schedule risks

OnDemand
- Reimbursable cost model
- No long-term commitments
- Accelerated schedule

Legacy
- Technical risk
- Duplicated effort
- Non-recoverable expense

Quick Poll

NEW TECHNOLOGY
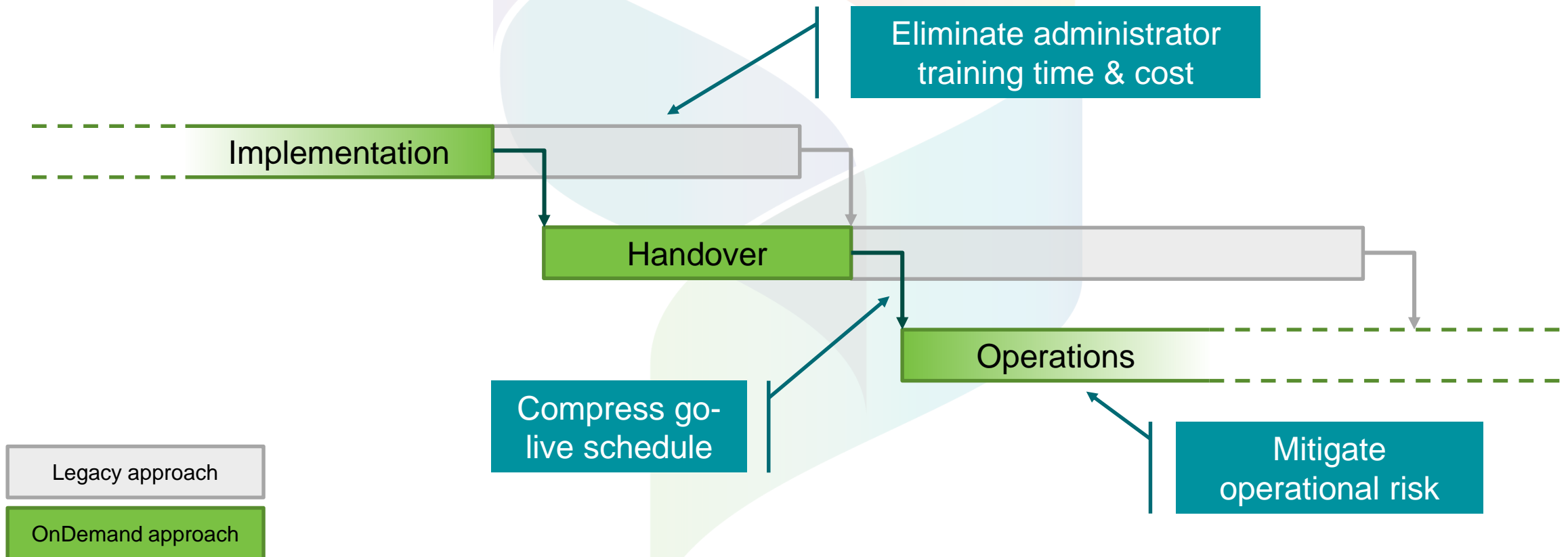Hit the ground running.

TecSurge

Access experience to accelerate new solution adoption.

- Problem: experienced personnel are difficult to find

- Solution: OnDemand delivers immediate access to expertise

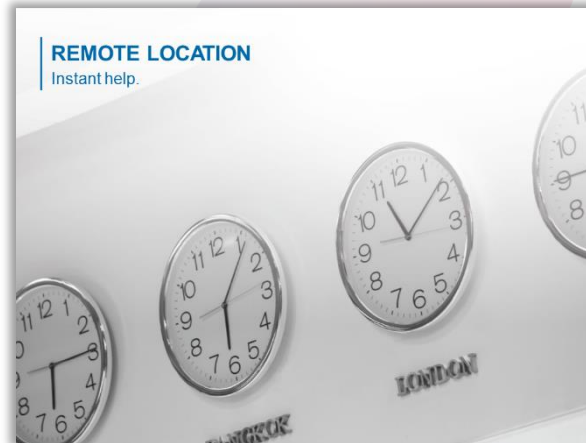- Benefit: accelerate realisation of return on investment objectives

Hit the ground running

Using OnDemand to support the implementation of a new system delivers additional, specific benefits in 3 lifecycle phases when compared with the traditional approach.

Eliminate administrator training time & cost

Implementation

Handover

Compress go-live schedule

Operations

Mitigate operational risk

Legacy approach

OnDemand approach

Quick Poll

Solutions for customer challenges

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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 and Andy Osborne, Strategic Accounts at andy.osborne@tecsurge.com.

- Follow our company page on LinkedIn and look for the TecSurge Community networking group.

- For more information, please visit www.tecsurge.com

- You will receive a follow up email including the recording of this webinar.