An introduction to TecSurge

Webinar on August 19th, 2015

Session 1: Europe / Asia starts at 9am London / 4pm Singapore
Session 2: Americas / Asia starts at 8am Los Angeles / 10am Houston / 11pm Singapore

Your presenters

- Anton Schreibmueller - President & CEO

- 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 follow up to this webinar.

- The webinar will take around 40 minutes before we start the Q&A session at the end of the webinar.

- To participate, please use the questions panel on your screen.

- There will be 5 quick polls during the webinar. Please provide your input when requested.

- There will be an exit survey. Please give us your feedback on the 10 questions before leaving the webinar.

Agenda

- **Corporate Information**

- TecSurge OnDemand

- TecSurge Academy

- TecSurge Service

Corporate Information

- Who is TecSurge?

- Why a New Brand?

- TecSurge Vision

- Values and Attributes

- Key Management

- Corporate Roadmap

Who is TecSurge?

- In May 2015 the CAXperts services division spun off as TecSurge Pte Ltd.

- The new business remains located and headquartered in Singapore.

- Previously a part of CAXperts and known for excellence in services and solutions, quality, reliability and working in a true partnership with our clients remains at the heart of what we do.

- We are an independent expert team providing a unique 24x7 worldwide service to efficiently apply, manage and support complex software applications for Engineering Procurement Construction and Owner / Operator companies.

Why a New Brand?

- CAXperts developed primarily software products that simplify work processes for their clients.

- In addition to the professional services offered, TecSurge adds a wide range of Managed Services for engineering software to its portfolio.

- TecSurge delivers increased value to our clients through TecSurge OnDemand, TecSurge Academy and TecSurge Service.

- Growing professionalism in the industry and rapidly improving technology such as public cloud computing open new opportunities to address traditional challenges.

- Meeting the organisational challenges of our growth and new business offerings.

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.

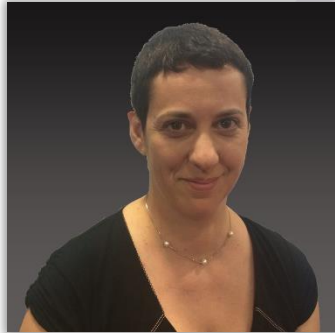# Values and Attributes

TecSurge

Our Values

- Reliable

- Responsive

- Flexible

- Easy to do business with

Our Attributes

- Global

- Independent

- Risk mitigation

- On time

Key Management

TecSurge

Karine Nguyen
Training Services Manager

Delicia Koh
Senior Project Manager

Rengan Jayakrishnan
Global Sales Manager
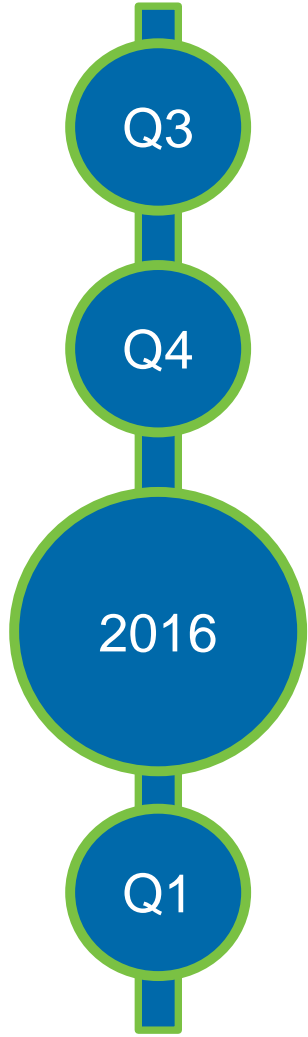
Anton Schreibmueller
President & CEO

Patrick Mackinlay
Principal Consultant

Marc Albani
Marketing Director

Headquartered in Singapore
Global presence

Corporate Roadmap

Q3

Q4

2016

Q1

- Opening Service Centre in the Philippines

- Activating TecSurge Service Desk

- Expanding Project Services

- Broadening product portfolio

- Introducing 24/7 Service Desk

- Adding Multi-Lingual Service Desk

- Continually broadening product portfolio

TecSurge

Agenda

- Corporate Information

- **TecSurge OnDemand** NEW

- TecSurge Academy NEW

- TecSurge Service

Industry Drivers

- Engineering systems are increasingly complex to implement, integrate and operate.

- Projects continue to increase in scale and allow for less time to deliver.

- Aggregate project challenges on scalability, availability and timely delivery.

- IT departments struggle to deliver, maintain and support your chosen portfolio of engineering software applications.

- Innovative technology and trends such as public cloud computing open new opportunities to address traditional challenges.

- Variable demand for specialist engineering application skills and dependency on individual champions.

- Challenges in obtaining engineering application education and training.

TecSurge OnDemand

TecSurge OnDemand provides administration, management and support for Engineering Software in operations.

- TecSurge offers a 24/7 service desk capability to support your engineering applications and users, based on the industry best practice ITIL framework

- TecSurge OnDemand customers gain the benefits of access to:
  - A core staff of experienced and highly skilled applications experts
  - A growing service delivery capability improving overall cost efficiency
  - A comprehensive range of services for engineering applications

- We augment your existing engineering systems administration and support team, or substitute for permanent staff when required

OnDemand Service Examples

- **User Support**
  - Functional level 1/2/3 support
  - Incident management
  - Request fulfilment
  - Problem management
  - Knowledge base

- **Application and System Administration**
  - Project setup and archival
  - User setup and rights management
  - Application configuration changes
  - Bulk data operations or modifications
  - Software installation and updates
  - Scheduled backup
  - Data restoration and disaster recovery
  - Performance monitoring and reporting
  - Vendor and license management
  - Upgrades and testing

TecSurge OnDemand Benefits

Scalable and Flexible

- Expertise when you need it
- Economical
- Productive
- Easy to use
- Reliable and available

Independent

- Advice you can trust
- Mix and match
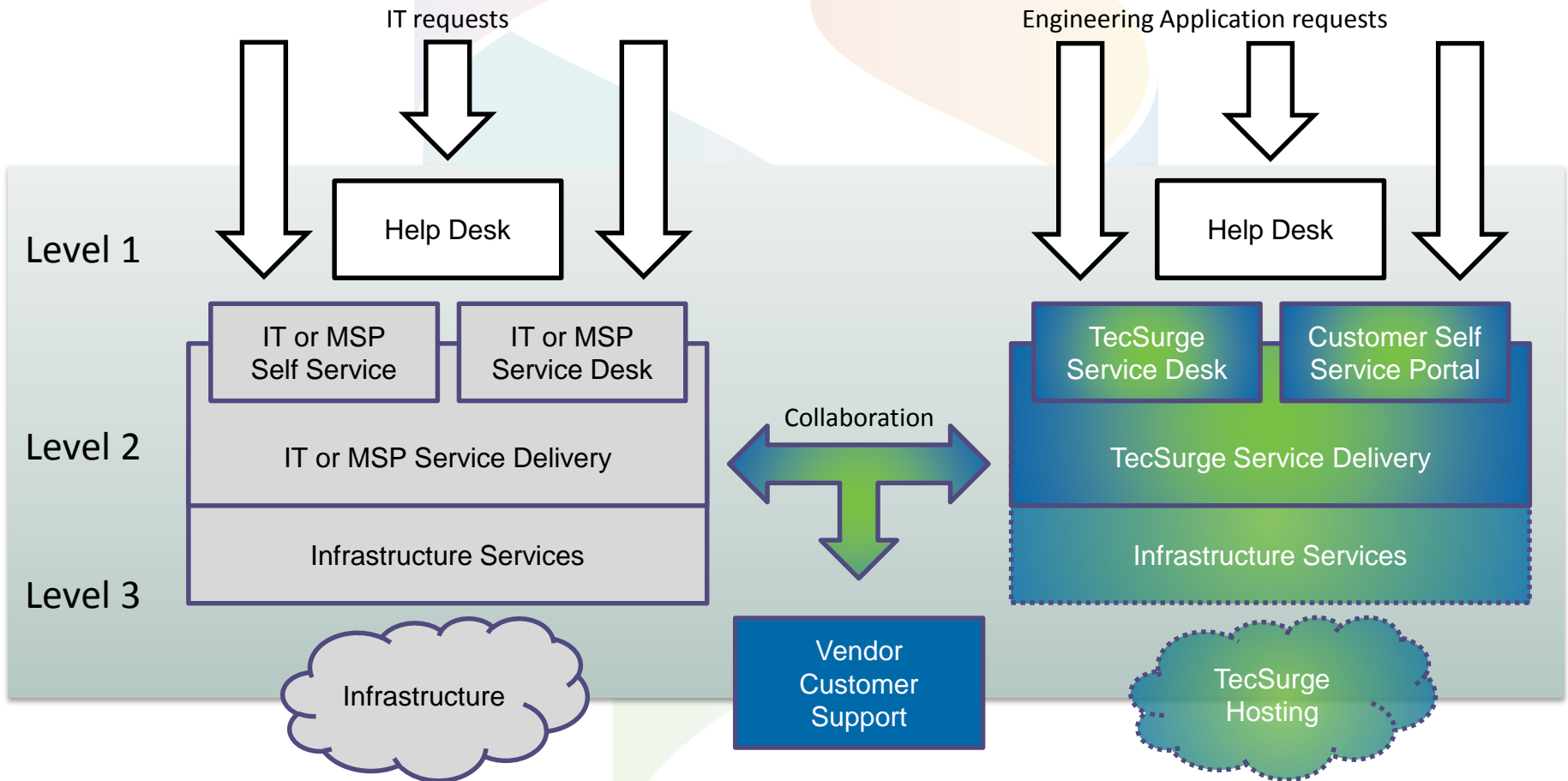
The TecSurge Difference

- There are many managed service providers (MSPs) in the general IT environment (e.g. HP, IBM, CSC, etc.). These vendors are able to support a wide range of IT infrastructure and services such as:
  - Network infrastructure, intranet and internet connections
  - Servers, desktops, laptops and peripherals
  - Printers, phones and email
  - Databases, anti-virus and office productivity applications
  - ERP systems

- TecSurge OnDemand does not compete with these vendors, but applies the same MSP model to provide complementary and specialised support and administration services for your engineering applications and systems.

OnDemand Support Structure

TecSurge

Engineering application end users (engineers, designers, drafters, etc.)

IT requests

Engineering Application requests

Level 1

Help Desk

Help Desk

Level 2		
IT or MSP Self Service	IT or MSP Service Desk	

IT or MSP Service Delivery

Collaboration

TecSurge Service Desk

Customer Self Service Portal

TecSurge Service Delivery

Infrastructure Services

Infrastructure Services

Level 3

Infrastructure

Vendor Customer Support

TecSurge Hosting

Response Times

With TecSurge OnDemand, the urgency of your issue is determined directly by you when raising a request. The urgency you specify will determine the response time according to the service level agreement (SLA) as follows:

- **Critical**
    - Response within 1 hour
    - Most senior solution engineer available will respond to your request

- **Standard**
    - Response within 1 day

- **Non-urgent**
    - Response within 1 week

Request Classification

Service requests will ultimately be classified into one of the following types:

- **Basic Service**
  - Covered by retainer
  - Resolution by phone, email or instant message
  - Up to 15 minute duration

- **Standard Service**
  - Covered by a pre-paid credit for X number of tickets
  - Resolution time (actual) of up to 2 hours

- **Enhanced Service**
  - Applies when effort required exceeds 2 hours
  - Time and cost estimate provided for approval within first 2 hours
  - Invoiced monthly based on actual time expended

OnDemand Roadmap

Q3

- Service Desk available for customer use

Q4

- Launch of Service Catalogue

2016

Q1

- 24/7 Service Desk Operation

Quick Poll 1

TecSurge Hosting

- TecSurge has successfully demonstrated and piloted the deployment of key SmartPlant applications within the Amazon Web Services public cloud, and can offer you the benefits of this platform in two ways:

  – Providing specialised technical and consulting services to help you configure and establish your own hosted infrastructure environment, or
  – Operating the entire infrastructure and application environment on your behalf, freeing you up to concentrate on using the software, rather than managing it

- TecSurge can currently provide hosted solutions for:
  – SmartPlant P&ID, Instrumentation and Electrical
  – SmartPlant Materials and Reference Data
  – SmartPlant Foundation

- Initial testing and evaluation of Smart 3D is very promising!

TecSurge Hosting Roadmap

Q3
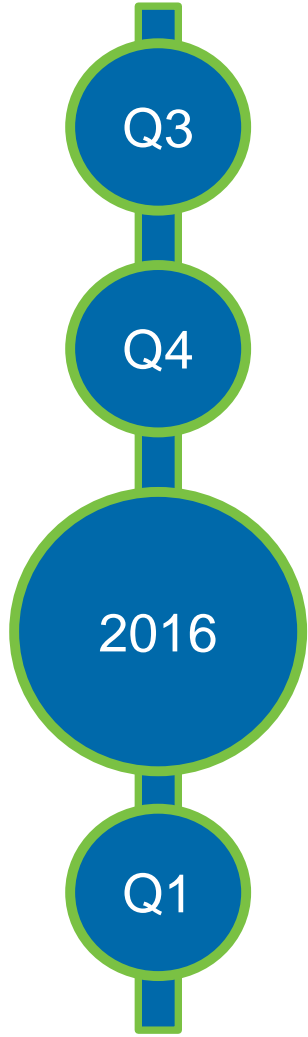
- Full integration into the TecSurge service desk and service catalogue

Q4

- Hosted Smart 3D

2016

Q1

- Automated infrastructure provisioning and orchestration
- Additional hosted engineering applications

Quick Poll 2

Agenda

- Corporate Information

- TecSurge OnDemand NEW

- **TecSurge Academy** NEW

- TecSurge Service

TecSurge Academy

TecSurge Academy provides specialized learning and knowledge transfer for engineering, procurement and construction applications.

- We provide a solution to your engineering application education and training challenges through our online learning management system (LMS) and tailored e-learning material.

- We leverage ubiquitous access to computing devices and the internet to provide specialized, ready-to-use knowledge to your personnel at the point of immediate demand, enhancing productivity and eliminating training obstacles from your staff induction process.

Academy: Types of Training

TecSurge Training Benefit	Standard Training	Custom Training
Material based on industry best practice or standard	✓	
Material based on company practice		✓
Work process oriented	✓	✓
Developed for users by users	✓	✓
Scheduled instructor-led tutoring available	✓	✓
Available for business	✓	✓
Available to individuals	✓	

TecSurge Academy Benefits

Scalable and Flexible

- Small modules within comprehensive curriculum
- Tailoring option

Adaptable

- Available on demand
- Broad, professionally produced portfolio
- Examinations and certifications

Simple

- Self-service
- Hosted academy environment
- Transferrable and persistent student history/transcript

Product/Vendor Coverage

Initial focus:

Future expansion based on customer demand:

TecSurge Academy Catalogue

TecSurge Applications

- TecSurge H&S Manager for Sikla
  - Setting Up TecSurge HS Manager
  - User Guide to TecSurge HS Manager
  - Sikla Assembly connections
  - Sikla Typical assemblies
  - Sikla Hangers and Supports

CAXperts Applications

- 3D Symbol Designer
  - Introduction & Basics
  - Create equipment symbol
  - Create piping symbols
  - Create H&S symbols
  - Create symbols using advanced features

Intergraph Applications

- SmartPlant P&ID
- SmartPlant Instrumentation
- Smart 3D
- SmartPlant Materials
  - SmartPlant Reference Data
  - SmartPlant Reference Data Plus
- SmartPlant Electrical

- …

60 second sneak peek

Commodity Code Handling
SmartPlant Reference Data

Academy Pricing Model

- Subscription for course content per user over a certain period of time.

- Discounts available for corporate subscriptions based on volume

TecSurge Academy Roadmap

Q3

Q4

2016

Q1

Customized Training is available today

- TecSurge Academy launches with the following courses:
  – Intergraph SmartPlant P&ID
  – Intergraph SmartPlant Reference Data
  – CAXperts 3D Symbol Designer
  – TecSurge H&S Manager for Sikla

- Webinar on TecSurge Academy

- Develop additional content roadmap in line with customer priorities

- Identify Content & Cooperation under license from third parties

Quick Poll 3

Agenda

- Corporate Information

- TecSurge OnDemand   *NEW*

- TecSurge Academy   *NEW*

- **TecSurge Service**

TecSurge Service

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

- Expertise on tap.

- Easy access to our professional services via our service catalogue.

- Our services range from business consulting to individual work instructions.

- Services projects
    - delivered by our global team of solution engineers
    - managed by our project management office in Singapore
    - additional contract personnel can be added on an as-needed basis

TecSurge Service Covers

1. Business Process Consulting

2. Engineering Application and Infrastructure

– Systems implementation and integration

– Customisation and Bespoke Software

3. Engineering Content and Data

– Specification and Catalogues

– Symbols and Assemblies

– Data Migration and Transformation

– Drawing and Reports

TecSurge Service Overview

- **Business Process Consulting**
  - **Audit workflow vs Best Practice**

- **Engineering Application and Infrastructure**
  - **Systems implementation and integration**
    - Project Management
    - Standard and Fast Track Implementations
    - Customization
    - Configuration
    - Programming
    - Integration
  - **Customisation and Bespoke Software**
    - Integration with other systems
    - Tailoring API's
    - Automation of business processes
    - Product enhancement

- **Engineering Content and Data**
  - **Specification and Catalogues**
    - Piping Specification writing
    - Piping specification conversion
    - Catalogue work
    - Provide weight data
  - **Symbols and Assemblies**
    - Pipe support Catalogue preparations
    - Symbol creation 2D / Reference Data Creation
    - Symbol creation 3D
    - Structural connection
  - **Data Migration and Transformation**
    - Plant model data migration from PDS and PDMS into S3D
    - Migration of catalogues and specs into S3D and SPRD (same as S&C 2)
    - Migration of P&IDs into SPP&ID
    - Database / dataset upgrades
    - Merging of discrete datasets
    - Quality checking and cleansing of data sets
  - **Drawing and Reports**
    - Generation of Reports across all modules
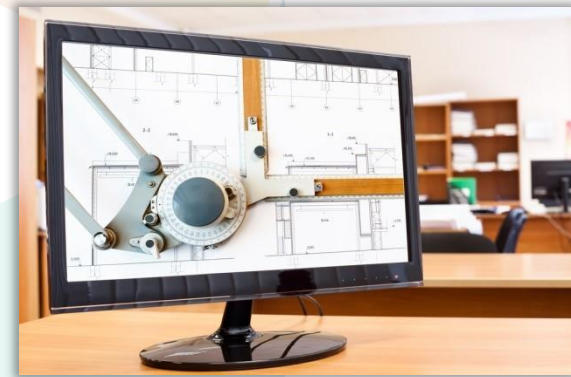   - Drawing styles/rules configurations

TecSurge Service Benefits

Scalable

- Delivery organization
- Efficiency via automation
- Innovation and creativity

Adaptable

- Team of experts
- Broad expertise
- Experience

Simple

- We speak your language and understand your issues
- Standardized and tailored
- Application and vendor independent

TecSurge Service Delivers

Professional Project Management

- Every project has a project manager who is in charge of customer communication and reporting.

- The project manager monitors the project scope, budget and schedule.

Quality Management

- The professional services team at TecSurge is always looking for opportunities to improve quality and reduce cost.

- TecSurge has a long history of building and utilising automation technologies, which allows us to deliver the highest quality results within tight schedules.

Fast and Efficient

- Our intimate familiarity and understanding of the technology ensures we are able to identify and apply the best available methods, ensuring we can efficiently scale our capability to meet your toughest challenges.

TecSurge Service Roadmap

Q3

Q4
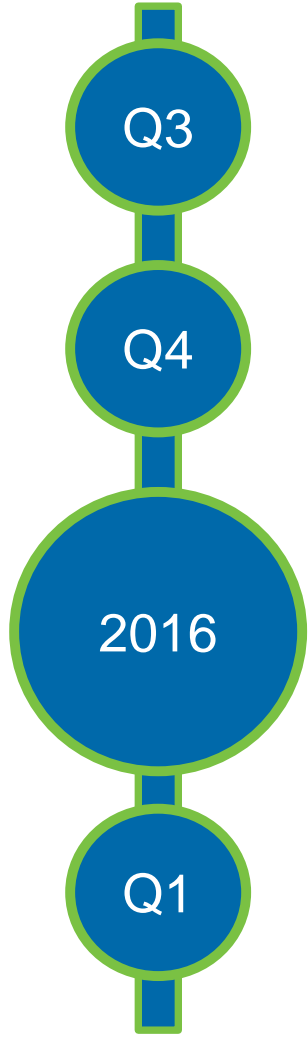
- Adding a Services Centre in the Philippines.

2016

- Incorporate TecSurge Service into Service Catalogue

Q1

Quick Poll 4

TecSurge

Q&A

Quick Poll 5

Thank You

- We are looking forward to speaking with you and making your experience with Managed Services for Engineering Software an easy one.

- Please complete the survey: "10 quick questions for your feedback to TecSurge."

- 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.

Have a great day!