Professional Services
Portfolio
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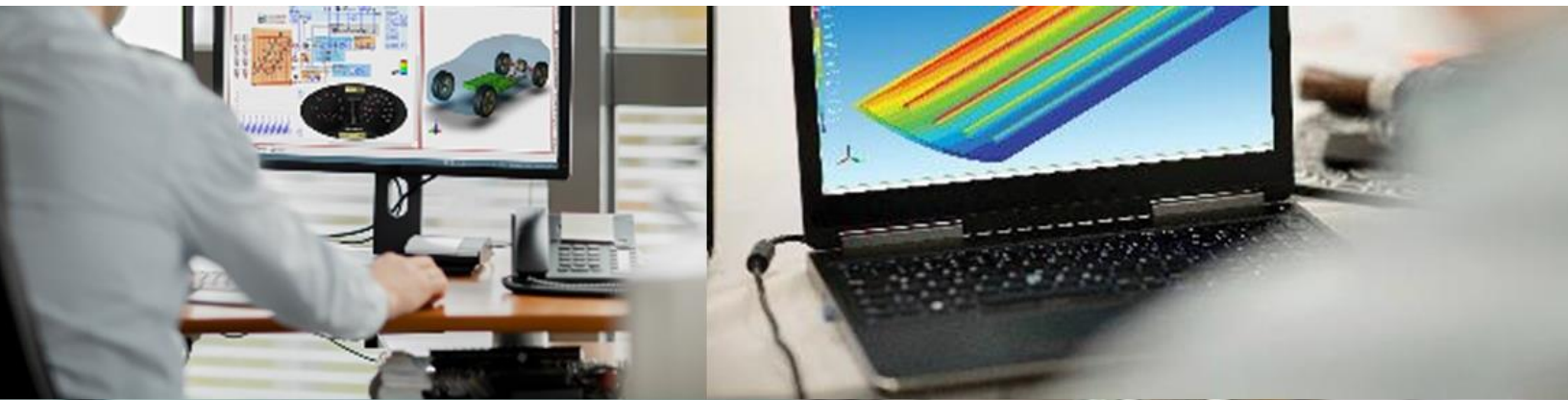
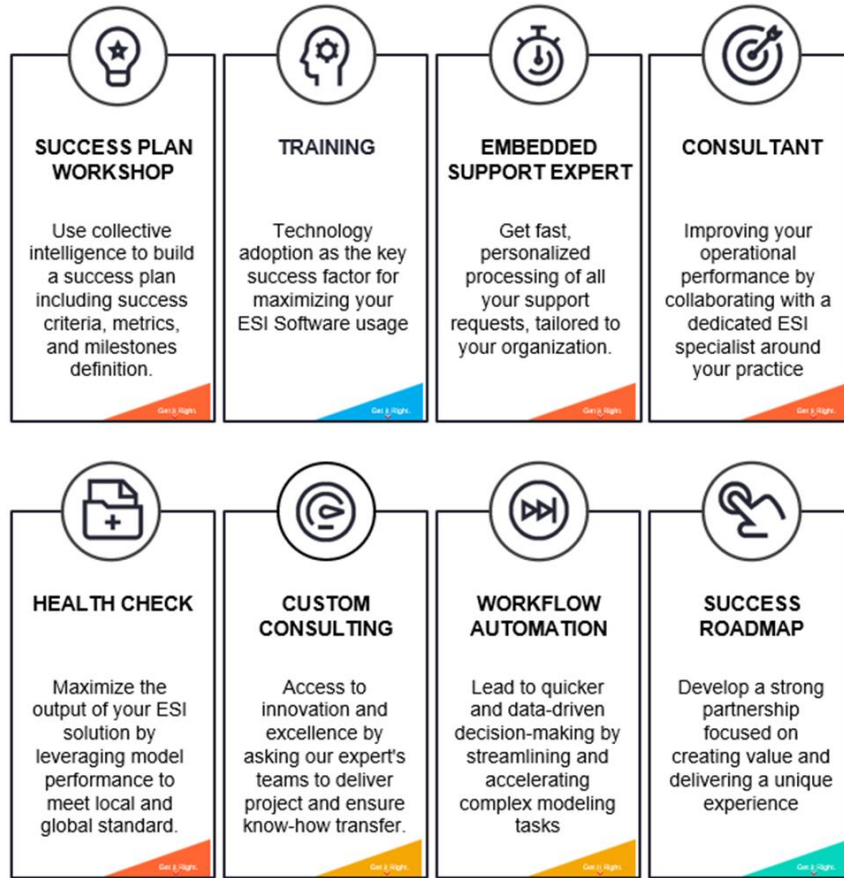get it right.

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Develop a strong partnership focused on creating value and delivering a unique experience

#Winningtogether

Customer business results are at the center of our ESI Service Offering to ensure we unlock the power of software investment. Whether they are deploying a new software solution, aiming for increased productivity and efficiency, or transforming how their business works, our ESI Service Offering empowers our customers to achieve the expected business results.

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Success Plan Workshop

Harness collective intelligence to develop a success plan that includes defining success criteria, metrics, and milestones.

Overview

A workshop serves as a working meeting aimed at fostering mutual understanding regarding the success criteria, major milestones, and resources crucial to the success of the customer's project.

Outcomes

Deliver an actionable strategy that includes a comprehensive roadmap, fostering a shared vision and alignment to achieve the customer's success plan.

Description

The workshop is facilitated by one or several ESI specialists in several steps, enhancing understanding of processes and requirements, and fostering collaboration between teams to gather necessary information to initiate a project.

A typical discovery workshop split into multiple sessions, depending on the project's scope.

Alignment Session	❑ Setting expectation & outcomes ❑ Stakeholders – solution owners or champions ❑ Success Metrics definition
Working Sessions	❑ Review Process and Gather Input from Stakeholders and Champions ❑ Brainstorming session on deployment plan ❑ Collect Feedback and Success Metrics
Phase Out Session	❑ Review Deployment Achievements ❑ Review Success Metrics ❑ Deployment plan (Activities, Timing, Risk Assessment)

As a recommendation, the working session should include representatives from technical engineering specialties, an IT representative, and an R&D expert.

Output

- Adoption Success Plan (Activities, Timing, Risk Assessment)
- Aligned vision and purpose across the entire team
- Setting clear, realistic goals
- Defining the target audience, user personas, flows, and scenarios
- Sketching the User Journey map
- Aligned vision across the project roadmap and change management

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Custom Training

Technology adoption is the key success factor for maximizing your utilization of ESI Software.

Overview

Assess specific needs and guide in defining a customized training program tailored to your requirements based on use cases.

Outcomes

Engage your team members with tailored content that aligns with your specific needs and objectives to ensure a fast return on investment.

Description

To deliver the best experience to your team, ESI's teams of simulation experts (crash, acoustic, vibratory, aerodynamic, thermal, etc.) will help to accelerate your adoption paths with

Discovery Call	❑ Use case & Expected outcomes. ❑ Standard & Engineering process understanding. ❑ Requirements for attendees & success criteria definition
Training Customization	❑ Training content definition ❑ Practice: Use Case adaptation
Training Session	❑ Training sessions will be delivered On Site Customer or in ESI Training Center or any other mutually agreed format
Phase-Out	❑ 30min call will be organized 2 weeks after training to get your feedback and address the latest recommendation.

The **scope** of the proposed training will be detailed in a **technical specification** document which will be attached to the quotation.

Output

- Accelerate the ESI Software adoption path by addressing the specific needs of the customer.
- Assist in achieving your success plan by helping you derive more value from ESI Software**.**

Note:

We offer a comprehensive standard training program featuring over 80 courses and 13 learning paths designed to meet the needs of both beginner and expert users. For more details, please visit here.

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Embedded Support Expert

Receive fast, personalized processing of all support requests, customized for your organization.

Overview

In addition to the Business Support offer, an Embedded Support Expert will enable your organization to benefit from an on-site expert to optimize support request management and monitoring.

Outcomes

Fast and personalized support, tailored to your processes, to maximize the value of your ESI Software investment.

Description

When selected this module, following will be provided:

- Help to solve problems across multiple environments and operating platforms.
- Perform root cause analysis of reported issues to enact corrections.
- Reproduce complex technical issues in generic/ simplified models.
- Ensure the follow-up of all tickets on specific tools (EGS and customers support tool).
- Apply quality control (auditing) on methods and processes, suggest improvements.
- Coordinate regular review meetings to identify and manage all requests.
- Coordinate with development/ QA team and product management.
- Prepare and coordinate a meeting for a "What's new?" presentation.

An Embedded Support Expert will be provided throughout the annual period of the contract. Dedicated access to your internal infrastructure (e.g., on-site access or a dedicated laptop/network) should be granted.

Requirement: Subscription to business support is mandatory.

Output

- Preferred and Single Point of Contact (PSPC): Improve efficiency by reducing intermediaries.
- Provide a detailed report with a summary of the analysis of all support requests and recommendations.
- Ensure quality control and offer suggestions for improvement.
- Empower your team and processes.
- Real time access to detailed and up-to-date reports + follow-up meetings.

Note:

This module will be offered as Custom Consulting, with the specified scope detailed in a technical specification document and an estimated price provided.

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esi

🎯 Consultant

Enhance your operational performance with dedicated technical assistance.

Overview

Gain access to our expert team to guide the customer through specific projects, adopting best practices and delivering expertise throughout their adoption journey.

Outcomes

Enable the customer to maximize value from ESI Software investment by improving their operational performance.

Description

A close working relationship enables rapid learning of ESI solutions and adoption of best practices, enhancing processes and productivity. Our solution consultant provides expert advice and support to solve technical problems, optimize systems, and implement solutions for daily project activities.

Details about what will be covered by this module:

Kickoff	❑ Engineering process to lead simulations. ❑ Standard & Engineering process
Assessment	❑ Assisting customers with project work on their specific models. ❑ Providing instructions and knowledge transfer for building models. ❑ Offering on-the-job training while creating customer-specific models. ❑ Advising on the evaluation and interpretation of results. ❑ Quality control is applied to methods and processes to empower the customer's team. ❑ Best-practice content and tools are provided to guide the customer. ❑ Support is provided for the certification process of new software releases.…
Success plan	❑ Weekly operational review, if required ❑ Monthly projects/status review

Output

- Project management is provided to lead execution linked to success criteria and metrics.
- Access is granted to our passionate and senior experts for the customer.
- The customer's technical team is empowered to achieve expected project results in the most efficient way.

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Health Check

Maximize the output of your ESI solution by leveraging model performance to meet both local and global standards.

Overview

Improved calibration in simulation models enhances accuracy, makes predictions and analyses more reliable to accelerate decision process based on mitigated risk.

Outcomes

Maximize the accuracy of output of ESI software solution by leveraging model performance to meet local and global standard.

Description

ESI simulation experts' teams (crash, acoustic, vibratory, aerodynamic, thermal, etc.) will help you assess and advise on your practices, considering a holistic approach.

Details about what will be covered by this module.

Discovery Call	❑ Expected simulation's outputs & outcomes. ❑ Engineering process for simulations ❑ Metrics Definition.
Input Reception	❑ Model Input & Results reception by ESI ❑ Check compliancy on ESI Capabilities
Assessment	❑ Model Assessment vs. Standard Requirement ❑ Error investigation. ❑ Performance analysis
Phase Out	❑ Improvement plan ❑ Phase Call

Improving calibration in simulation models enhances accuracy, making predictions and analyses more reliable. This ensures that decisions based on simulation results are effective, thereby improving outcomes.

Output

- Improves accuracy and saves time in your innovation.
- Ensure that solutions are consistent with your challenges. ….
- Augment your technical expertise with access to ESI's experts.

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Custom Consulting

Address your most critical challenges by gaining access to innovation and excellence through our passionate expert teams, ensuring project delivery and knowledge transfer.

Overview

Our experts, using advanced test methods and standards, can help deliver projects that provide first-time value and technology transfer to address your critical challenges.

Outcomes

Leverage our technical expertise to enhance performance and accelerate development by partnering with ESI.

Description

The rapid advancement of technologies and evolving standards necessitate that organizations innovate and perform at high efficiency to ensure effective engineering at minimal cost.

In general, a consulting services is based on the following scope:

Specification	❑ Scope of work definition ❑ Expected outcomes & success criteria definition. ❑ Delivery plan & Metrics confirmation
Modeling	❑ Apply ESI standards on customer Use Case aligning with unique customer processes. ❑ Introduce innovative approach in customer processes. ❑ Design of Experience Management
Analyses & Validation	❑ Provide advises on extracted results. ❑ Control process for main physical quantities ❑ Application of verification standards
Documentation	❑ Method & analysis templates
Phase Out	❑ Know-How transfer ❑ Phase-out Call

The **scope** of the proposed consulting project will be detailed in a **technical specification** document which will be attached to the quotation.

Output

- Delivering quick results to provide your organization with the flexibility to focus on core business challenges.
- Facilitates rapid adaptation to new challenges, reducing learning curves.
- Leverage over 50 years of expertise to strengthen processes, improve simulation workflows, develop new applications, and customize solutions for enhanced flexibility**.**

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Workflow Automation

Enable quicker, data-driven decision-making by leveraging automation to streamline and accelerate complex modeling tasks, thereby enhancing productivity.

Overview

Optimize your design process with an automated workflow that strikes the right balance between requirements and performance tailored to your business.

Outcomes

Boost productivity, reliability, availability, and performance to reduce lead times and costs. Accelerate decision-making processes and identify growth opportunities.

Description

In general, a Workflow/Automation consulting is based on the following scope:

Discovery Call	❑ Engineering process to lead simulations. ❑ Standard & Engineering process
Specification approval	❑ Workflow specification (GUI & CLI, ..) ❑ Validity area definition ❑ Validation kit definition (Use case, criteria)
Workflow development	❑ Parsing of input/ output files ❑ Automation of data input or complex modifications ❑ Integration of your specific tools into the calculation environment and workflow.
Validation	❑ Stability check ❑ Receipt criteria check based on Validation kit
Documentation	❑ Installation guide ❑ User guide
Phase Out	❑ Know-How transfer ❑ Phase-out Call

Output

- Enable faster and more efficient handling of large data volumes.
- Eliminate time-consuming tasks.
- Reduce risks associated with manual processes and enhance the reliability of engineering processes.

Note:

This module will be offered as Custom Consulting, with the specified scope detailed in a technical specification document and an estimated price provided.

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Success Roadmap

A Customer Success Manager (CSM) acts as strategic partner, fostering a strong partnership focused on creating value and delivering a unique experience.

Overview

A Customer Success Team delivers a personalized experience and services, maximizing the value derived from ESI Software

Outcomes

A mutually aligned path to success with a dedicated action plan that considers short-, mid-, and long-term business goals.

Description

A Customer Success Manager (CSM) distinguishes himself from these teams by acting as a strategic partner rather than solely addressing short-term issues. Your Customer Success Manager will serve as your dedicated project manager, fostering a robust partnership centered on creating value, achieving your targets, driving adoption, and delivering a unique experience.

The dedicated CSM ensures you have access to in-depth industry knowledge, best practice, and proactive solutions by taking time to:

- Understand your unique business requirements.
- Get to know your organizational structure.
- Learn about your objectives.
- Align over milestones and resources.
- Create tailored communication.

INCLUDED

- Yearly kick-off (KOM)
- Quarterly Business Review (QBR)
- Executive Business Review (EQR)
- Regular Service Review (RSR)
- Success Plan Definition and management
- Usage and success tracking (ROI/ Success matrix)
- Steering Committee
- User Group Meeting

Through this process, the CSM ensures that each implementation is customized to meet your specific needs, avoiding a one-size-fits-all approach. The CSM is dedicated to proactively addressing challenges by offering guidance, expert insights, and practical solutions to overcome any obstacles.

Output

- Customized and agile solutions to meet your needs more effectively.
- Prevent potential issues from escalating a problem.
- Ensure continuous improvement of your processes.
- Make the most of the products or services.

Note:

This module will be offered as Custom Consulting, with the specified scope detailed in a technical specification document and an estimated price provided.

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Service Engagement and Packages

Our service engagement model offers personalized services with a dedicated project management team to ensure transparent communication, measurable results, and proactive issue management. In a complex market, we provide clarity throughout your digital journey, tailoring services to your priorities and timelines.

Our package offerings include:

- **Onboarding Services**: Helping you start effectively with ESI tools.
- **Adoption Services**: Improving efficiency, productivity, or other technology-related objectives.
- **Acceleration Services**: Supporting broadening functional scope, new use cases, or large-scale adoption.
- **Transformation Services**: Comprehensive consulting for adopting, implementing, and optimizing our solutions to modernize operations and fully exploit digital technologies.

These packages — Onboarding, Adoption, Acceleration, and Transformation — cater to various needs, from first-time use to strategic transformation, ensuring our customers realize the full value of their software investments.

Services Portfolio # Package	Onboarding Package	Adoption Package	Accelerator Package*	Transformation Package*
Success Plan Workshop	×	×	×	×
Standard Training	×			
Custom Training		×	×	×
Support Subscription		Premium	Premium	Business
Embedded Support Expert				×
Consultant	×	×	×	×
Health Check		Optional	Optional	Optional
Workflow Automation			×	×
Custom Consulting			×	×
Customer Success Manager				×

Apart from the above recommended packages, additional modules outside of these packages can also be selected, if needed. Packages can be customized to meet customer needs.

Note:

Accelerator and Transformation packages are customized, so they need to be defined following a discovery meeting. Validity and delivery schedules will be agreed upon through a prepared Technical Specifications document.

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