



Software associated services

Along with its software, ProSim proposes a large number of services that allow you to make the most of ProSim's solutions:

- **TRAINING**

In most cases, training remains the most effective way to be quickly operational on new software in short delay. It is an excellent opportunity to develop skills in a new domain or to refresh and to deepen one's knowledge on specific issues. Every year ProSim schedules a number of training sessions around its centres of expertise. Participants study numerous issues there and approach several concrete cases which allow them to get acquainted with the different software available. It is also an opportunity to meet in a informal way the experts of ProSim and to discover new approaches in the field of process simulation. Aside from these scheduled training sessions organized in Labège (Toulouse-France), additional and customised training can be delivered at your site. It is a cost effective alternative for organizations that need to train several persons on the same software or that look for a course on topics customized to the particular needs of the company.

- **MAINTENANCE, UPDATE AND TECHNICAL SUPPORT SERVICES (MUTS SERVICES)**

The Maintenance, Update and Technical Support Services (MUTS Services) include:

- **Maintenance:** correction of all errors discovered and reported that materially affect the performance, functionality, or other significant features of the software product ;
- **Update:** Supply of software updates as soon as they are made commercially available by ProSim. It is for you the guarantee to use the latest technologies and to spread out the update cost over several years. Updates may include new developments, improvements in programs efficiency and reliability, and new documentation, corrections.
- **Technical Support (hot-line):** off-site support in the form of consultations, help, defect correction, advice and assistance on the use and maintenance of the software product. Typical technical support questions include:
 - installation of the software product issues (more particularly in the case of hardware change or of operating system evolution),
 - questions about operation of the licenses manager,
 - choice of thermodynamic methods to be used,
 - simulation convergence problems,
 - hints and tips for using efficiently the software product.



Questions involving process engineering, development of simulation models and similar work may also be treated as beyond the scope of the hot-line service. ProSim will have qualified technical experts available to answer your questions and do their best to solve your problems in the shortest delay. This service also avoids you to have very specialised experts (for instance in thermodynamic or numerical methods fields) internally.

- **SPECIFIC DEVELOPMENTS**

In some cases you will wish to widen certain features of the software in order to adapt them to your specific needs, develop a new modelling tool for a particular unit operation or renew an internal tool by developing an interface with a commercial software or by improving its graphical interface.

ProSim can offer you these services thanks to a team of experts who will know how to associate the knowledge which you have of your system and the skills of ProSim in modelling, numerical methods integration or software architecture development.

- **CASE STUDIES**

For particularly complex studies or when you miss resources on an urgent project, ProSim is able to gather a team of specialists which will satisfy the constraints of the project in partnership with your teams.

These studies can go up to the delivery of a “process book” (basic engineering projects). These studies of processes development can also be conducted along with an experimental approach led by usual partners of ProSim.

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