



Code_Aster and Salome-Meca Services Offer

At Alter Ego Engineering, we strongly believe that the perceived quality of each software depends on many factors: software capabilities, support, training, dedicated interfaces. We think that any software user needs a competent partner to rely on.

Support

The support concerns problems of use, modeling, overcoming technical difficulties with alternative proposals (workaround), advice on use in the industrial field.

Support is provided through a private ticketing system, with the following workflow:

- The Customer opens a ticket providing the necessary information in the description or through attachments (screen captures, meshes, command files)
- The Support takes in care the ticket, examines it and provides an answer
- The Customer changes the status of the ticket indicating that the problem is considered solved, or provides further information / questions
- The Support definitively closes the ticket, indicating the time allocated to its management (minimum time: 30 minutes, maximum time: 3 hours)

There are some alternative flows:

- The Support, if the time necessary to handle the problem exceeds 3 hours of work, justifies and proposes a solution in a separate estimate, to be managed with a separate estimate at the request of the Customer
- Support may request additional information from the Customer
- The Support or Customer may request a conference call to better clarify the problem

Example of ticket answering a customer's question

This service can be priced yearly (cumulated hours) with no lower minimum or via a forfait of tickets, under the customer's choice.

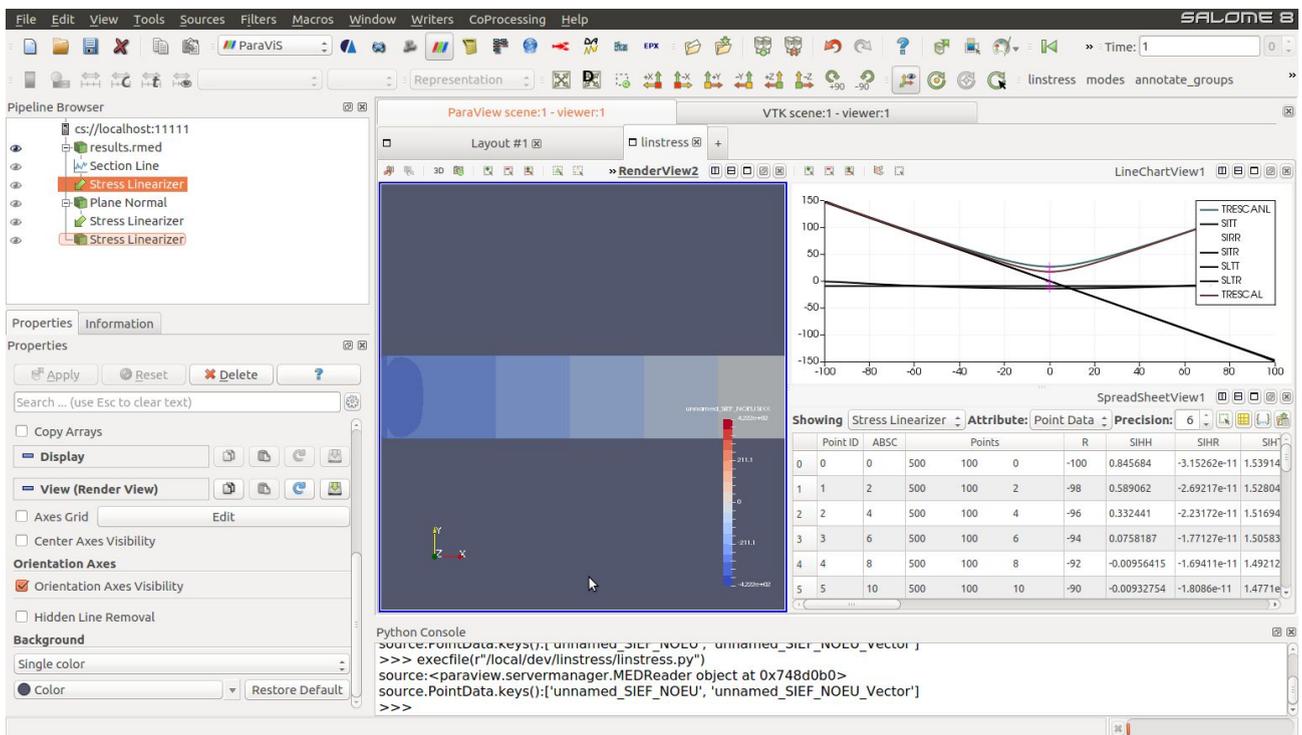
Customisations

In each business there is a need for dedicated tools. Some well-chosen specific feature can reduce time, errors, frustration. We often find out that the main perceived difference between professional softwares and Salome_Meca resides in the lack of some dedicated functionality which is both inexpensive and quick to provide.

We provide full source and documentation of anything we develop with no additional license constraints or costs. We can of course provide corrective and evolutive maintenance.

Example: linearization of the stresses in the thickness of a metal structure

Development of a plugin for the linearization of the stresses along a section line and with respect to a reference system chosen by the user (Italy).



Example of a plugin developed under a customer's request

Software integrated in Paravis, available for three dimensional and axisymmetric structures.

Other examples include development of new material laws, scripts to automate parametric geometry and mesh generation and manipulation, Code_Aster command files etc.

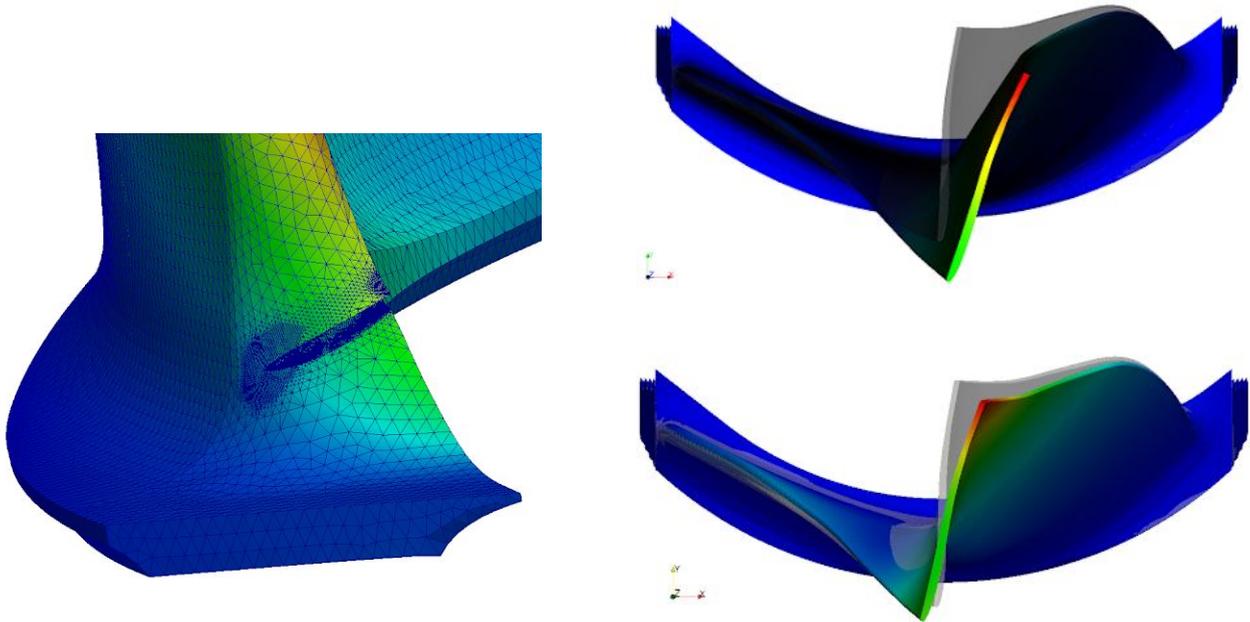
Studies

We propose advanced simulations using Code_Aster. Our offer includes all input files, results, a detailed technical report and all the exchanges needed to let the customer validate and understand the work done and techniques used.

Here is an example of a study that we can provide.

Evaluation of crack propagation in a turbine blade

Simulation carried out to evaluate the safety factor of a turbine used for thermoelectric generation.



*Deformed shape due to centrifugal force:
modeling in small and large deformations*

The nonlinear behavior is taken into account in the modeling: plasticity, contact on the fixation, large deformations

Advanced training

We propose dedicated training directly based on our customers' real world cases, with a custom program, on site. Our proposal include a period of study and exchanges, comparison with experimental data for validation and, when everything is ready, a knowledge transfer. We cover a wide range of domains, based on our direct experience in Code_Aster.

If you are interested in these offer, or if you wish ask for something which is not exposed here, please contact us :

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We can directly exchange in English, French, Italian and German.