

# SIMUL8 Support

SIMUL8 Corporation is committed to providing you with the support you need. SIMUL8 includes free feature support however if you wish more advanced support you can purchase Direct Modeling Support.

## Customer Feedback

"The high level of customer support, knowledge and experience offered by the SIMUL8 team is consistent with their impressive product offering."

**BT Global Services**

"The speed of response is impressive."

**AT Kearney**

"I found the SIMUL8 team fast to respond, courteous to deal with and they kept to budget and time scale."

**Hertfordshire Highways**

"Your email has suddenly opened up so many opportunities and ideas!"

**DSTL**

## Contact Us

To discuss the best support option for you and your colleagues, you can get in touch with our Support team.

Email [support@SIMUL8.com](mailto:support@SIMUL8.com)

## FREE FEATURE SUPPORT

### Who is Eligible for Feature Support?

- Available to all commercial clients who are using the latest version of SIMUL8 or its predecessor.
- University professors who are teaching simulation classes with SIMUL8.

### What Does Feature Support Provide?

Support hotline and e-mail address for:

- Questions concerning how SIMUL8 works and the use of the SIMUL8 features.
- Help with installation problems or questions related to the software's requirements.
- Limited support regarding the interaction of SIMUL8 with other software packages.

### Beyond Feature Support?

If you're seeking guidance with building a model or issue diagnosis, Feature Support will refer you to Direct Modeling Support.

## DIRECT MODELING SUPPORT

### Who is Eligible for Direct Modeling Support?

- Available to all commercial clients who have an active Direct Modeling Support Agreement.

### What Does Direct Modeling Support Provide?

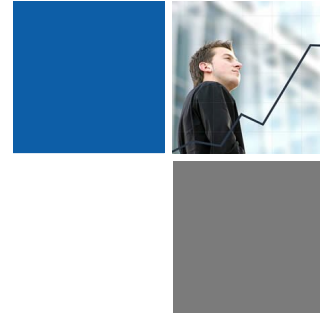
- Our Direct Modeling Support package is intended to ensure that our customers derive the maximum success from a simulation project.
- Access to an experienced full-time experienced simulation consultant who can provide whatever support is required. This includes technical web demonstrations, hints and tips and building demo-models.

### Beyond Direct Modeling Support?

Call our team to discuss how we can further support you to ensure you are getting the most out of your investment. We can provide you with information about SIMUL8 training, coaching and consulting services.

### Cost

The cost of Direct Modeling Support starts from just \$240 per hour. A minimum block of 5 hours has to be purchased initially. Tailored packages with increased hours can also be arranged to suit your needs.



# SIMUL8 Training

Our on-site training packages get you up to speed with SIMUL8 quickly to help you get results...fast!

## Customers Feedback

"This is the best IT application course I have attended."

**Huntsman Tioxide**

"Material very clear,  
concise...  
Structure very good."

**BAE Systems**

"Very well organised. Pace just right."

**Alcan Chemicals**

"It was like watching a magician at work, making even the complicated look simple"

**Woodmen of the World**

"The course has more than met my expectations."

**BF Goodrich**

"Well prepared to attempt solving our own problem."

**Oki**

"The level of detail was just right."

**Nova Scotia Bank**

## How to Book your Training

To discuss the best training option for you and your colleagues, you can get in touch with our Training Department.

Email [training@SIMUL8.com](mailto:training@SIMUL8.com)

With most things, it's easy when you know how.

SIMUL8 is easy to use but most of our users choose our on-site SIMUL8 training and support packages to help get them up to speed quickly, under the supervision of our highly experienced simulation consultants.

Our training options are a great opportunity to talk face to face or over the phone with experienced professionals about your proposed application. By the end of the session you will have built a large proportion of your desired simulation and will have the results you need to start conducting your 'what-if' analysis.

Our "guideline" curriculum is shown below, but after that, the training can be completely focused on getting your own simulation built in the most effective and efficient way possible.

### 2 day Basic On-site "Hands-on" Training:

- Basic constructs
- Time control
- Distributions
- Routing & Batching
- Labels
- Resources & scarce equipment
- Simulation data management
- Visual Logic
- Debugging
- Results Analysis
- Experimentation
- Display

### Post Training Support

We are committed to helping you build successful simulations. On completion of the course you will be provided with a 5 hour credit of Direct Modeling Support with the option to purchase additional support hours thereafter.

### Additional Courses

- Conversion courses from other simulation software packages
- Advanced and Tailored courses to meet your own requirements
- Upgrade courses to help you make the most of new SIMUL8 Features
- Coaching courses where we show you how to plan design and develop your simulation to achieve the objectives of your project.