



Part of Keysight



KEYSIGHT



ESI Group
Professional Services
Portfolio 2025

**Innovators
start here**

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A Message from Laurent



“

Your success is our focus. Aligning performance, innovation, and lasting impact to strengthen competitiveness.

”

Mr. Laurent MOUCHETTE
Head of Global Services
ESI-Group



Welcome to ESI Services Offering

At ESI, our Services are a tailored solution designed to accelerate our customers journey towards success and unlocking the full potential of their software investment.

Our top priority is ensuring the success of each of our customer, recognizing the uniqueness of each one.

By understanding their specific goals, processes, and requirements, we offer the best suite to help them realize the full value, emphasizing collaboration between teams to ensure project delivery.

A fast-changing industrial environment

Whatever will be your challenges, in an evolving and challenging market, facing fast complexity increase, ESI's teams are committed to provide support and tailor-made solutions through its Services offering, marked by excellence and performance to improve competitiveness.

A passionate Expert Team

Through Services Offering is the opportunity to access to 50's years ESI experience in leading digital solutions integration in Industrial. We guide our customers to accelerate the realization of their success plans, all the while benefiting from the excellence and performance delivered by our dedicated and passionate experts.

Performance & Excellence

With demanding business conditions our Services offering is dedicated to delivering an outstanding experience considering your needs and priorities.

ESI Innovation Without Compromise.

Over the last five decades, we have been pushing the limits of what's possible.

- We are pioneers of a virtual-first approach to solve the most complex and critical problems with simulation.
- Our legacy of innovation dates to our first predictive simulated automotive crash test in 1985.
- We continue to lead the way with product assembly reviews in the industrial metaverse.

We believe that the diversity of people, perspectives, and experiences is our superpower.

When our international teams come together, we unleash our creative potential to protect what matters most - our people and our planet.

A passion for protecting our future.

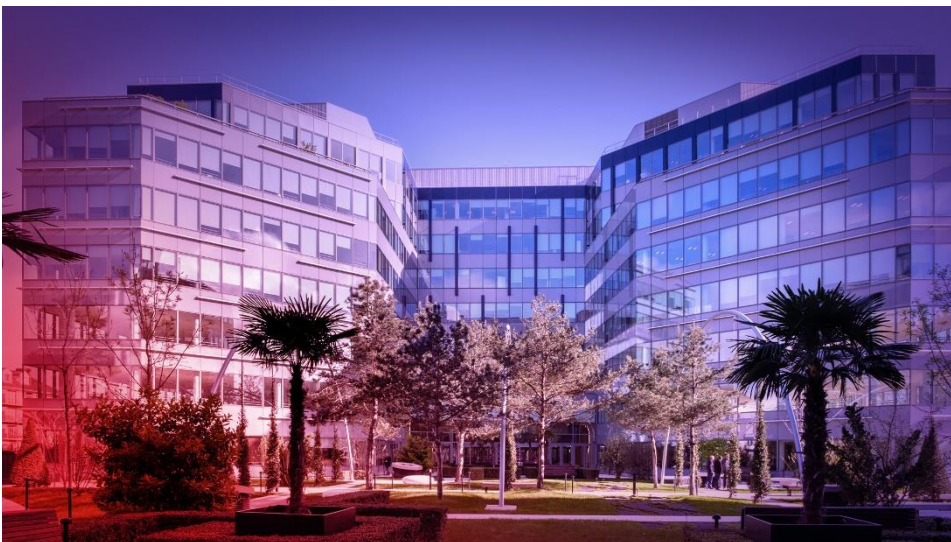
We believe in sustainable product innovation, efficient manufacturing processes, and simulation-proven physical testing, to help create products that are clean throughout their lifetime with a smaller environmental footprint.

Unlocking true potential with human creativity

Our technology and expertise are focused on helping companies work smarter, reducing costs, improving quality and productivity, accelerating time to market, and improving product lifetime and industrial performance.

Trusted to create a safer world

We are trusted to create a safer world, and our work is critical to some of the biggest brands on the planet to ensure drivers, passengers, pedestrians, and workers' daily lives are ever safer.



ESI Group Headquarters
Bagneux, France.

Services Engagement & Framework

Through our services framework, our customers can benefit from a customized support plan that aligns performance, innovation, and lasting impact on their process. By choosing to engage through Services, our customers will benefit from the expertise of ESI's teams committed to turn complexity into clarity throughout Customers' digital journey, unique to their organization.

Service delivery is ensured by a strong project management organization that focuses on transparent communication, shared measurable outcomes and proactive management.

No matter where customers are in their journey, our framework provides full flexibility, empowering them to make choices that align with their needs



Onboarding Services: Dedicated to helping you effectively start to use ESI tools.



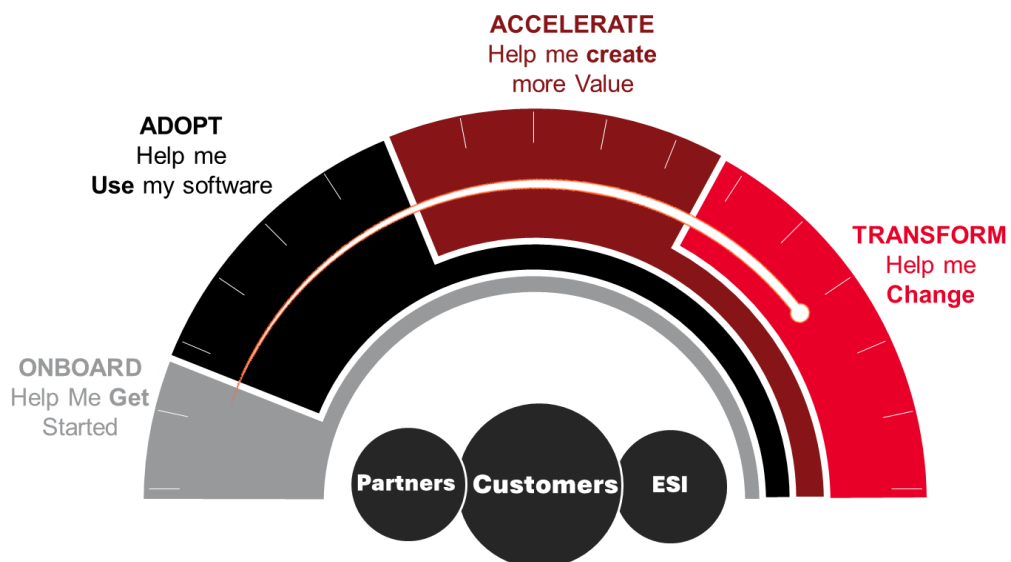
Adoption Services: Aimed at improving efficiency, productivity, or other specific objectives related to the use of technology.



Acceleration Services: Support you in your process of broadening functional scope, extending usage to new use cases, or large-scale adoption.



Transformation Services: This refers to the full range of our consulting activities to help your organization adopt, implement, and optimize our solutions as part of its process to modernize operations, improve efficiency, and fully exploit the benefits of our digital technologies.



Ask to take advantage of our packages for a support solution tailored to customer's needs.

Explore our ESI Service Offerings

To help customers maximize value, we have developed the following success resources to ensure an optimal implementation, supported collaboratively by ESI and our Partner Network.



#Winningtogether

Customer expected business results are at the center of our ESI Service Offering to ensure we unlock the power of your 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.

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.



Outcome

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

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..



Outcome

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](#).

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.



Outcome

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.

Solution Consultant

Enhance your operational performance with dedicated technical assistance by a Solution Expert.



Overview

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



Outcome

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.

Health Check – Performance Analysis

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.



Outcome

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.

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.



Outcome

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

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.



Outcome

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.

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.



Outcome

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, 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.

Other Resources

Thank you for taking the time to consider professional services from ESI; we trust you found this portfolio useful. We want to ensure you're also aware of these other resources available to you:



myesi.esi-group.com: This is your customer portal provided by ESI Group, where you can access exclusive resources, product updates, support, and even interact with other users for community support and information sharing.



www.esi-group.com: This is the official website of ESI Group where you'll find comprehensive information about the company, its services, and products. It is a central hub for news, event information, and updates about the company.



ESI social media platforms: ESI Group's social media accounts on platforms including LinkedIn, Twitter, Facebook, and YouTube provide real-time updates, news, and insights about the company and its offerings.



Events and webinar pages: On these pages, you'll find information about upcoming webinars, online events such as ESI Live, and physical conferences hosted or participated in by ESI Group.



ESI News: This section on ESI Group's website features the latest news and announcements from the company. Watch this space...



The ESI Blog: Our blog is a valuable resource that provides expert insights, thought leadership, and detailed articles on a wide range of topics related to ESI Group's products and services.



The Resource Center: ESI's resource center is the library of resources such as whitepapers, case studies, e-books, and tutorials related to the company's products and services.



Customer Stories: The "Customer Stories" section features real-life experiences of customers using ESI Group's products and solutions. and can be a great source of inspiration and learning for both prospective and existing customers.