

Micro Concepts Technical Services

Technical Services

Formed in 1989, Micro Concepts are a premier supplier of Autodesk Engineering solutions in the UK. We provide a high level of service and Customer Support through our team of qualified technical engineers, who have many years experience in Engineering and CAD.

We are able to offer informed support solutions, based on a real understanding of your business issues.

Our focus on the development of long term business partnerships with our clients makes us stand out from our competitors. We achieve this by understanding our customer's business strategy and plans, providing a total solution and keeping our clients up to date with the latest technology and information. This ensures our clients realise the full potential of the solutions they continue to invest in.



Autodesk®

Authorised System Centre

Autodesk®

Authorised Training Centre

Autodesk®

Authorised Developer

"We know that our customers do not have the luxury of unlimited budgets, flexible timescales or in house specialists to support their investments. So it's important that when a customer makes an investment in Autodesk technology they make an equal investment in the right partner to make this technology work for them.

To Autodesk the level of expertise that your partner possesses is critical to ensuring a stable and predictable migration from old to new systems. Autodesk insist that our manufacturing partners prove to us their knowledge and capability within the manufacturing arena by ensuring a specific level of certification and testing is carried out with every new release of software.

In this way when you see the ASC logo on a partner's literature, you will know that you can rely on this partner to help you make your investment work for you."

Asif Moghal

Northern Europe Channel Sales

Autodesk Manufacturing solutions Division

Micro Concepts continually maintain high standards required by Autodesk. Our ongoing accreditations from Autodesk represent a level of expertise, experience, and resource level enabling us to provide a continual high level of service. Our sales and technical engineers are required by Autodesk to take regular assessments to maintain the high level of service and knowledge that is expected from a Systems Centre. As an Authorised Training Centre we are able to follow the Autodesk curriculum in an environment and on equipment that are of a suitably high standard. As an Authorised Developer we are able to create customised applications and tailored solutions to match your required processes.

AUTODESK
INVENTOR®

Certified

Autodesk

AutoCAD®

Certified

Autodesk

Proven Track Record

Micro Concepts have installed over 1,250 CAD systems at more than 300 customer sites in the UK and northern Europe. With an efficient approach to customer service, we are able to respond quickly to customers needing telephone or face to face technical support. After a decade in the marketplace we are pleased to have built up an impressive customer base covering industries such as:

Engineering (Mechanical & Electrical)	Pharmaceutical & Chemical Equipment	Process, Packaging & Handling
Automotive & Aerospace	Point of Purchase, Retail	Building & Construction

Technical Support

The success, effectiveness and productivity of any CAD implementation are dependent upon the people who operate and manage it, and the infrastructure to support that over the forthcoming years. Micro Concepts technical team have been providing this infrastructure for more than 15 years and have attained a reputation for providing high quality technical support.

Technical support with Micro Concepts enables you to maximise the productivity of your new or existing CAD investment, minimising the downtime created by issues that can be quickly resolved with the help of our engineers, leaving you to concentrate on increasing the profitability of your business.

Our support encompasses more than responding and reacting to support requests. We provide proactive support via workshops, seminars, monthly bulletins, technical documents, and ongoing training to ensure you are as informed and productive as possible.

We offer a variety of support packages to suit all requirements, from the basic support package offering mainly helpdesk support, to all encompassing packages covering all your potential ongoing requirements. All our packages offer the same prompt response times. We can also tailor our standard packages if you have unique requirements. This gives you the opportunity to budget for the major part of your CAD overheads with one single annual cost.

Our standard packages are as follows:

Subscription Plus Bronze Support

Autodesk provided Subscription software upgrade maintenance

Helpdesk Application Usage Support

- Dedicated telephone, email and web support for trained users
- Maximum 2 hours response time
- Permanently manned 9am to 5pm weekdays by our team of experienced technical engineers. We DO NOT use an automated voicemail phone system ensuring you always speak to a person.
- Remote support via Micro Concepts own dedicated remote support package suited to end user and IT requirements.

Micro Concepts Inventor Tools *^

- Micro Concepts Inventor Tools is an Autodesk Certified application that contains additional tools and utilities for Inventor.

Access to Web site Members Area

- How to Technical Documents
- Tips & Tricks Archive
- Technical News archive
- Downloads & Utilities

Monthly Technical Bulletin

- Latest news
- Details on new tips and tricks
- News on latest available service packs and hot fixes

25% reduction on seminar admission rates

Subscription Plus Silver Support

Bronze Support Plus:

Upgrade Technical Training Programme

- [Technical Update Training & Seminars](#) on the functionality of each new release enabling you to keep up to date on how to use these new features to your advantage

Application specific Seminars & Workshops

10% reduced rate on Scheduled Training courses ^

Subscription Plus Gold Support

Silver Support Plus:

Installation Support

- [On site installation for subscription update releases during the contract period or Installation bootcamp/training](#)
- [Helpdesk Installation Support](#)

10% reduced rate for additional on site installation and support issue resolution

10% reduced rate other consultancy

Priority Invite for Seminar & Workshop events

Subscription Plus Platinum Support

Gold Support Plus:

Nominated Technical account manager

Nominated Business account manager

Quarterly progress review meetings with nominated CAD team and account managers

Exclusive Platinum level events

* (Inventor Customer Specific, 1 per contact covered)

^ (Only for contacts named on this contract level)

Subscription & Administration

Micro Concepts Customer Services provides additional support with any licensing or administrative queries, including applying for authorisation codes, serial number checks and contract / subscription queries. If you hold a support contract with Micro Concepts or a Subscription Contract with Autodesk our administrator will notify you of any contracts that are due for renewal and the latest renewal pricing for the contract/s. The notification is sent out around 2 months before the expiry of the contract, ensuring you retain continuous cover. For ease of management and ordering, your support contract and subscription can be amalgamated giving you one simple annual renewal.

Client References

"We have subscribed to Micro Concepts Telephone Support since they became our CAD Vendor nine years ago. The knowledge that a wealth of experience is no further away than the telephone on your desk is very re-assuring"

Terry Slipper, Head of Design, Titan Motorsport Co Ltd



"Micro Concepts has a skilled and friendly team who have supported e2v Technologies (UK) Limited to move forward with Inventor, AutoCAD, VIZ & MAX over the last few years. Both companies understand each others business requirements and have forged a strong partnership.

They are to be congratulated on their commitment to both the products and the services associated with the successful implementation, training and support"

Ralph Coulson, CAD Manager, e2v Technologies (UK) Limited



"Here at the Commonwealth War Graves Commission we have had a long and successful association with Micro Concepts. Our operation has grown from one CAD seat with a simple document manager written for us by Micro Concepts, to four CAD seats and a complete integrated document management solution. This allows our staff overseas and elsewhere in the UK to view and "Redline" for amendment any of the 30,000 drawings we hold.

We have been guided during this period of development and supported by the engineers and staff at Micro Concepts who have worked hard to fully understand our business and guide us to solutions befitting the operation and external constraints necessary at any one time"

Linda Pearson-Hagger, Drawing Office Manager, Commonwealth War Graves Commission



Installation & Configuration

As part of our comprehensive package, Micro Concepts can install and configure your software. We will make sure that your PC is running to its optimal performance as well as configuring any drivers or Windows settings that may be required. If you are upgrading your CAD package to a newer version, 'remnants' of the previous version may remain behind. These may cause problems and inconsistencies with the new software, which is why, as part of our standard installation we always ensure that your old version is completely removed.

To use the products to their optimum and take advantage of the functionality available requires specialist knowledge, in order to install and configure, and correctly deploy the CAD package. This is pivotal to the correct operation of **all** software managed by this program, so setting it up correctly is essential to avoid unnecessary down time for the users.

Micro Concepts Installation service includes the following:

- Pre installation housekeeping, including configuration and service packing of Windows to correct level according to system requirements, setting up and testing of certified graphics cards and fine tuning hardware settings for optimum performance
- Installation and configuration of FLEX-LM license manager (Network licences only)
- Service pack Autodesk software to the latest level
- Set up, configure and test all printers/plotters
- Installation and configuration of Autodesk Vault
- Installation and configuration of shared catalogues and libraries



Consultancy and Customisation

A solution does not finish with the supply of design software. We understand the need for document management with issue & revision control, Structure Bills of Material and integration with MRP solutions, the power of direct links to CNC, Parts management and the need to reduce parts proliferation, and many other areas where automation reduces manual task overheads and opportunities for error.

Our ultimate aim is to maximise the productivity and return on investment for our business partners. This may involve customisation of the core products or offering our assistance to produce best practices to achieve the required goal.



Custom Development

Using the manufacturing suite of Autodesk® products as the core tools Micro Concepts are able to develop and integrate custom routines and tools to tailor these products to your requirements. From basic menu customisation to multi product fully integrated executables and shared libraries the tools required can be made to suit your needs, both in functionality and technical requirements. As well as being Autodesk Developer Network accredited, Micro Concepts are also a Microsoft partner with certified professionals in the language environments needed to produce custom Autodesk add on functions.

Consultancy

Micro Concepts offer a variety of consultancy services to enable you to get maximum productivity in the shortest space of time from the design tools. These consultancy services include:

- [Template and border configuration - Enabling quick start up with a setup that is correct](#)
- [After Training Consultancy - On Site Assistance on how to apply the methods taught on the training courses to your job requirements.](#)
- [Data Management - How to structure and control your generated files including and any tools associated with achieving this.](#)
- [Advanced Bureau Services - Having in house facilities and resource can be a high overhead particularly where the requirement is occasional or requires a higher level of expertise and knowledge.](#)

Working with Micro Concepts can be a very cost effective option. Our in house expertise allows the work to be carried out efficiently and professionally by industry experts. Work can be undertaken on a daily rate basis or at a fixed price.

[“Micro Concepts were able to understand our requirements when we needed to customise Inventor, and helped us to implement an efficient solution. They offered us the most cost effective options available for carrying out this project, and their flexible methods of working enabled us to get the customisation exactly as we wanted. We have subsequently been happy to work with Micro Concepts to develop our customisation further as and when new releases and capabilities become available.”](#)



Mike Watkins - European CAED/PDM Applications Specialist Parker Hannifin PLC

Our engineers are highly skilled and specialise in delivering CAD services across the complete Autodesk range of products from AutoCAD/Mechanical Desktop to Autodesk Inventor, Autodesk Viz and MAX and data management solutions. We have completed numerous projects covering areas such as Mechanical detailing, Concept Modelling, Technical Publications, Assembly animations and high quality still images for publication, and data management implementations. Tight deadline or long term commitment, we can help.