Answers to some of your toughest questions - Siemens PTI Customer Support provides customers with the information they need

Junior engineer contacts Siemens PTI Customer Support with urgent need

A novice PSS®E user was recently faced with a critical question within the program and the answer had to be accurate and had to be fast. She writes:

“Our utility had very poor VAR support from a local generator and we suspected that changing the tap settings of its GSU transformer would help by forcing the VARs generated to be pushed out into our system. Dr. Grande helped me correct the GSU transformer and generator model in the case and also guided me through the thought process to perform the simulations. His help was invaluable from figuring out the “how to” to the “why to” of the simulation to gain necessary insight before making a recommendation. Not only that, but the simulations DID work! Our utility outaged the generator, brought contractors in to change the GSU taps and perform other maintenance, and now the plant is self-sustaining as far as VARs are concerned. I’ve followed the VARs output from the plant since the work was done and the PSS®E simulations were spot-on and I can only credit that to Dr. Grande’s assistance in helping me discover which generator and transformer parameters were incorrect in the model and in guiding me through the simulation to determine the best tap for the GSU –thank you!” Anonymous

How did Siemens PTI Customer Support help?

We laid out the technical procedure and PSS®E modeling of the procedure to comply with their power plant’s request to select the optimal transformer tap to supply reactive power, and hence provide voltage support to transmission network, under all operating conditions. Not only did Dr. Carlos Grande-Moran (one of expert engineers on call that day) answer the question, but he also took the time to teach the reasons of the “why” to the young engineer, providing technical consulting in the use of PSS®E software.

Expert engineers provide technical support on all aspects of our products

The quality of our support is based on the qualifications, communication skills, broad-spectrum effectiveness, and clear understanding of issues by the individuals providing support. Challenging software support issues are in most cases directly addressed by the actual product developers themselves.

No matter which expert engineer answers your request, our expertise in processing and assisting requests in a timely comprehensive manner sets Siemens PTI Customer Support apart as a world class support system. Customers requiring technical support or basic information for any of our products, PSS®E, PSS®ODMS, PSS®MUST, or PSS®MOD, can rest assured that they will receive responses from highly qualified experts. We do not outsource our support!

Additional customer testimonial: Supporting future engineers

“I first contacted Siemens PTI customer support when I started using PSS®E AC-OPF for my PhD research. My AC-OPF questions were always handled by the same support agent, Kristin Short. Working with one support agent has saved both of us a lot of time and effort, since I did not have to start from scratch each time I contacted PTI customer support. I was also impressed with the response time, which was usually less than 24 hours. The PTI customer support process has always been efficient and convenient to use. Moreover, Kristin has always provided detailed and informative responses in a professional and friendly manner. Her responses to my AC-OPF
questions indicated genuine enthusiasm and solid knowledge about the topic." Ahmed Salloum
Arizona State University.

User comments from recent customer satisfaction surveys

• “Very prompt response compared to other companies, and the issue was resolved very efficiently with the correct conclusion I was seeking.” Anonymous
• “PTI customer support is wonderful. I've worked with Krishnat, Marty and others and they are always very helpful, courteous and prompt with their responses. Thank you!” Anonymous
• “Thank you so much for your great customer service! You deserve a raise! You can tell your boss I said so.” Warren Hess
• “Thank you very much and appreciate the help. Excellent customer support!!!” Anonymous
• “Quoc, Your assistance and response have been excellent. We thank you again.” Enrique Margalejo
• “Perfect, great service!” Kevin Watt

How to reach us

Whether contacting Siemens PTI support from our convenient web form; http://siemens-energy.secure.force.com/pti or simply emailing a request to pti.support.energy@siemens.com, our one point of contact quickly assesses requests and assigns them to the appropriate expert engineer. This allows tracking of requests for common questions to improve our software products, avoids delay in response for staff outages, and keeps the entire trail of communications in chronological order for easy lookup. What sets us apart from most other support programs…our normal response time is within 24 hours with many times in less than 4-6 hours.

Software Product User Forums

We also offer Software Product User Forums for open communication among the user communities of PSS®E, PSS®ODMS, PSS®MUST, and PSS®MOD. These forums provide users with a venue to share ideas and program usage in performing studies, including its use in performing studies or in managing of network models. Our goal is to encourage sharing of ideas among the software’s user base. The forums are open to all users current on maintenance and support.

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