

# TECHNICAL SUPPORT

## AND MAINTENANCE

Secure your investment:  
Join TICRA's Technical Support and  
Maintenance (TSM) program

As a TSM subscriber you have privileged access daily, all year round, to assistance that ensures optimum performance of the latest release of your TICRA software. **Get immediate help on:**

- **installation procedures**
- **change of license server platform**
- **bug reporting**
- **set-up of specific modelling problems**
- **interpreting results**
- **fine-tuning models to cover your particular application goals**
- **achieving maximum computation speed for all tasks**

TICRA's TSM team consists of experts who are deeply involved in the on-going development of the software. The team members all have profound experience with all TICRA software from their comprehensive work as consultants and researchers. They will know the exact answer to your specific question. In most cases they will also help you find the most efficient way to exploit the full potential of your TICRA software in terms of speed

and accuracy for the problem in question. Your support request will be assigned to one of our experts who will be your POC until your problem is satisfactorily resolved.

We will respond to your query within 1 business day, either with a complete answer to your questions or, in complex cases, with a plan of action and a deadline for the solution of the problem.

TSM subscribers are encouraged to provide new ideas and suggestions for improvements for possible implementation in future releases.

Your installation base and license files are always available from a secure web site where you always have access to the latest release.



TICRA is a Copenhagen, Denmark-based antenna engineering company with world leading expertise in software tools and consultancy services within design, analysis and measurement techniques for antennas.

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### The Maintenance Program

TICRA is committed to providing value for our customers. Funded by TSM contracts as well as internal investment and sponsored R&D, our maintenance program comprise not only correction of errors that we or the user may discover; we also spend significant efforts on staying ahead when it comes to advanced features, new and efficient algorithms and optimum utilization of state-of-the art hardware.

The inspiration to new features comes from customers, our wide engagement in R&D program, especially for the European Space Agency, and our consultants who push the software to the limit on various design tasks. Moreover, we have sponsored many Ph.D. programs, all of which have laid the foundation for improvements to our software.

#### To mention but a few added features:

- Completely new graphical user interface for all programs, with integrated data visualization and processing
- Design optimization capabilities in CHAMP
- Reflector terminal design included in CHAMP
- Accelerated MoM (MLFMM) in GRASP – based on an in-house Ph.D. study
- Dedicated solvers for bodies of revolution and struts of arbitrary cross section in GRASP
- Optimum excitation of array feed elements subject to balanced power distribution in POS
- Automatic determination of PO grid size in POS
- Sub-array optimization in POS
- Ring-focus wizard in CHAMP and GRASP
- Wizard for design of axially-corrugated horns in CHAMP
- Graphics rendering of reflector layers with different electrical properties in GRASP
- Variables and expressions in GRASP – easy parameterization of antenna geometries

We strive to issue an average of 2-3 releases per year.



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