The 3 P’s
To Ensure Users’ Success

“Delivering better & new simulation behaviors to our users is the most important thing that we do at MSC every day. Over the past year, we have focused in particular on three areas that we felt were fundamental to achieving our goals - People, Process and Partnership.

People - Ensuring that you have the right team on the field is a key to any winning team. Over the past year, we took a skills inventory and aggressively hired talent to complement our team – thereby ensuring that we deliver on the products and solutions that our users expect. At the highest level, new members of our team contribute to enhancing our current and future products ease of use, performance, quality, capability and technical support. Many of our hires come from masters degree, PhD and post doctorate programs where they bring with them know-how on the edge of how simulation will be done in the future. This new set of outstanding brainpower is eager to contribute to the future of simulation in the areas of high performance computing, rotor dynamics, fatigue, acoustics, materials simulation and more. We are also enhancing our field and technical support teams to ensure that we continue to provide deep engineering knowledge to help our users to solve their engineering challenges.

Process - This spring we began rolling out our new Application Lifecycle Management System (ALM). Using a combination of licensed and in-house developed technology, our ALM will speed our development, better manage our processes and provide us the visibility to continue to drive product quality improvement. Of course, having a modern development platform on its own can never ensure user satisfying functionality and quality. Equally important, we are asking you to read our specifications before we build and we are implementing the most rigorous code development and testing process in perhaps the history of MSC. Some results will come quickly with better visibility into the status and issues of development and some will take some time to ensure that the design is complete and responsive to customer needs. We are confident however that we can deliver much more in a shorter period of time as a result.

Partnership - Innovation will happen and it will likely happen through collaboration and technology. We have been aggressive in establishing new partnerships that will benefit customers, either in the short term or in the longer term. Our partnership with Next Limit brings an innovative kind of CFD to our users, and will be coupled with MSC structural and motion solutions. A new Registered Consultant Program brings a new set of industry expert resources to help our customers with their toughest simulation projects. A Research Assist Program coming this summer will focus on helping some of the best researchers in the industry to develop new solutions which could eventually have breakthrough results for our customers. And finally, MSC is offering our software at no charge to students anywhere in the world. As expected, the response from the world’s next generation of engineers has been great!

We have made tremendous progress on the 3 P’s in a very short period of time. Our users are already seeing the benefits and they can expect more. Thank you for your trust in MSC and our team!

Dominic Gallello
dominic.gallello@mscsoftware.com