AVL Application Support

EFFICIENT USAGE OF YOUR TEST SYSTEMS

What is AVL Application Support?

AVL Application Support is the service we offer to assist you "on the job" in using AVL testing equipment for a specific application. This is particularly helpful for challenges caused by new testing tasks as well as upcoming changes in legislation. Application Support is a highly practical and targeted service that helps you reach and maintain a high level of productive operation within a short period of time.

What type of support is available?

AVL Application Support varies greatly, according to what you specifically need.

Examples of Application Support:

- General adaptation of the user interface for AVL software products such as AVL PUMA Open, AVL iGEM, AVL CAMEO…
- Concept development and implementation of test run libraries, test runs and data management in AVL PUMA Open
- Implementation of intelligent automation concepts to increase testbed utilization and to improve data quality
- Development of VB scripts to automate test processes
- Definition and adjustment of test run components and test runs in AVL PUMA Open and AVL iGEM, for engine and powertrain testing
- Development of initial test runs and implementation of customer-specific functions

- Definition and adjustment of test run components and test runs for electrification tests using AVL LYNX
- Automatic data evaluation during and after the test run using AVL CONCERTO

How does the service work?

Application Support takes place at the customer site, where an experienced application engineer supports the customer's staff in implementing test tasks on the testbed using specific AVL software tools. The scope of the support may vary – from parameterization of the system to full responsibility for carrying out the test. The scope of the support required is defined in advance.

It is important that the people involved on the customer side have basic knowledge of the required test tasks and of how to operate the system. The customer must also ensure that all systems required for the application support are properly installed and operational.

What do these services cost?

Application Support is charged based on the number of days the AVL Application Engineer is needed by the customer. Travelling expenses are charged in addition, as incurred.

Additionally, basic application packages for engine testbed, powertrain testbed and model based calibration are available. These packages include:
- Remote clarification between customer specialist and AVL application engineer before start of support
- Nine days application support on site
- Travel time and travel expenses of one application expert

How can I get these services?

Please contact your local AVL Sales or AVL Customer Services representative who can arrange a meeting or call to discuss your requirements and draw up a proposal for you.

Related AVL services you may be interested in:

- Training
- Start-Up & Operation Support
- Software Maintenance
- Testbed Operations