

DGQRAM- User support and training

Users of the DG QRAM software are reminded that a user manual is provided on purchase of the DG QRAM software, providing essential information on how to install and operate the model. Users are invited to read carefully the manual before running the software.

Trainings

PIARC regularly organises training sessions for both new users and advanced users (at the users' own expense). These sessions offer users a very good opportunity to learn more about the tool and to discuss issues with other users and expert trainers.

Two training sessions for new users are scheduled in 2023:

1. 16/10/23 afternoon and 17/10/23 full day
2. 19/10/23 full day and 20/10/23 morning

The cost of training will be around 1,3 k€. For more information about the program and for pre-registration you can contact stefanie.talley@fc-enpc.fr.

User support

Given this context, PIARC does not provide a formal after sales service. However, in order to facilitate use of the tool, the task group in charge of the DGQRAM project has decided to provide a basic after sales service.

Users who have questions are invited to check carefully the manual and/or the training materials before asking for assistance. Should they have straightforward enquiries, prior to or following purchase of the software, they may address them to the project co-leader (CETU). Please contact christophe.willmann@developpement-durable.gouv.fr who will endeavour to answer questions within the shortest possible delay.

Should users require further support, they may be redirected to the software designer (or trainer(s)).