



ATKINS
Member of the SNC-Lavalin Group



Helpdesk and General Management

16th July 2020

Yunshi Zhao, Vampire Product Manager, SNC-Lavalin



General Management

General Enquiry and Helpdesk Email: Vampire@snclavalin.com

Vampire Product Lead: Farzana Hampshire Farzana.Hampshire@snclavalin.com

Vampire Product Manager: Yunshi Zhao Yunshi.Zhao@snclavalin.com

Farzana and I will be your first point of contact for enquiries on licencing, Vampire training and other vehicle dynamics and gauging related technical support.

Vampire Client Account Manager: David Wells David.Wells@snclavalin.com

David will work out the details of the contract and software licence with you.



Contact the helpdesk

Vampire will be fully supported by our large and experienced team of Vampire users and developers.

Our support will include using Vampire as well as general support on dynamics modelling and simulation.

You can contact the helpdesk in the following ways:

- Customer support portal: <https://www.clyx.net>
- Email: vampire@snclavalin.com
- Phone: +44 (0)7790383065

Request Support

Request Details

Report any problems or issues you have experienced

One of the Digital Services team will be assigned to review your request, address any problems (where appropriate) and then respond to you in person.

Application: Show All Apps:

Company:

Contact:

Tel No: n/a

Mobile No: n/a

Email: n/a

Contract:

Date Raised: 10/07/2020 10:30

Priority:

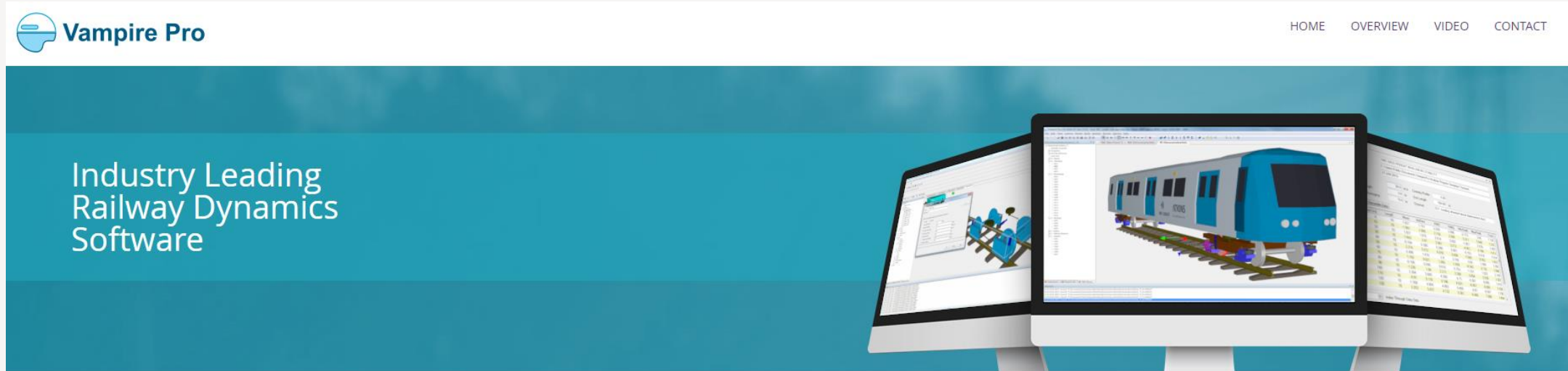
Category:

Details:

Attachments:

Useful Information online

Public site: <http://vampire.clyx.net/> for general software information



Licence holder only site: <https://www.clyx.net> for downloading the latest software release and supporting documents.



Thank you

*Our values are the essence of our company's identity.
They represent how we act, speak and behave together,
and how we engage with our clients and stakeholders.*

S~~A~~*F*~~E~~*T*~~Y~~

We put safety at the heart of everything we do, to safeguard people, assets and the environment.

I~~N~~T~~E~~G~~R~~I~~T~~Y~~~~~~~~~~~~~~~~

We do the right thing, no matter what, and are accountable for our actions.

C~~O~~*L*~~L~~*A*~~B~~*O*~~R~~*A*~~T~~*I*~~O~~*N*

We work together and embrace each other's unique contribution to deliver amazing results for all.

I~~N~~N~~O~~*V*~~A~~*T*~~I~~O~~*N*~~~~~~

We redefine engineering by thinking boldly, proudly and differently.

