



PROFESSIONAL AND CUSTOM SERVICES



DEDICATED AND PROFESSIONAL

Fast and efficient customer support is extremely important to Solimar Systems. Whether customers call our renowned Technical Support organization for help with printing issues or want to discuss a specific configuration, our highly experienced team of printing, networking, data stream, and hardware support engineers is available to resolve even the most challenging output management problem, 24 hours a day, 365 days a year.

FAST RESPONSE

From the moment a system is installed, the Solimar Technical Support Team maintains a detailed log of each customer call and email communication. Sample data files, printer resources, host/printer environment specifications and custom configurations are archived in Solimar's extensive Technical Support knowledge base. Coupled with the support staff's extensive industry expertise, this information helps Solimar provide the quickest response possible to customer inquiries.

ADVANCED REMOTE SUPPORT TECHNOLOGY

In addition to providing expert support via the telephone, Solimar Systems offers online technical support to customers with a valid maintenance agreement. Utilizing secure web-based "desktop streaming" technology, a member of the Solimar Technical Support Team can remotely access the Solimar desktop and work with the customer in real time to configure software, quickly troubleshoot issues, and install updates as required.

PROFESSIONAL SERVICES

Solimar Systems offers a variety of professional and customized services, including on-site installation, custom development projects and environmental analysis. Working directly with the customer, either on-site or remotely, the Solimar technician establishes communications with host systems and printers, optimizes print applications, and configures the Solimar solution to best meet the customer's unique requirements.

FLEXIBLE POST-SALE PRODUCT SUPPORT PLANS

Customers with a valid maintenance agreement may work with the Solimar Technical Support Team via phone, email, fax, FTP, and the web to resolve issues. Solimar customers under maintenance are also offered early access to upcoming software releases and discounts on new products, when applicable.

Solimar Systems offers four different product support plans to meet the needs of virtually every organization (based on Pacific Time):

- **Standard Support**

Monday through Friday, 8:00 a.m. to 5:00 p.m. - designed to provide expert troubleshooting and technical assistance during normal business hours.

- **Extended Support (24/5)**

Monday through Friday, 24 hours - designed to provide expert assistance to customers with critical production issues 24 hours a day, 5 days a week.

- **Extended Support (24/7)**

Everyday, 24 hours - designed to provide expert assistance to customers with critical production issues 24 hours a day, 365 days a year.

- **Special Circumstances Support**

Available on a single occurrence basis, this customized support plan provides after-hours assistance to customers needing to support a planned change to their production environment.

The Solimar Technical Support Team is readily available by telephone at 619.849.2800 or via email at support@solimarsystems.com. In addition, current product updates and release notes can be downloaded from Solimar's FTP site (<ftp://downloads.solimarsystems.com/>).



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DISASTER RECOVERY PROGRAMS

Solimar Systems offers several Disaster Recovery Programs to satisfy a wide range of needs, including backup software licenses and fully functional backup systems with redundant Solimar software and hardware components. When coupled with the customer's unique system configuration and resource library, Solimar's Disaster Recovery Programs safeguard an organization's production environment and offer continuous system operation during emergencies.

- **Backup Software License**

Designed for Disaster Recovery use, a Backup Software License utilizes a second, time-sensitive license key that provides up to seven (7) continuous days of system operation.

- **Cold Backup System**

Utilizing the original license key from the main Solimar system, the Cold Backup System is designed to re-establish production capabilities on another system.

- **Hot Backup System**

Utilizing a second, fully functional license key, the Hot Backup System includes a duplicate production PC to be used in the event of an emergency.

AUXILIARY LICENSING PROGRAMS

Solimar Systems offers two Auxiliary Licensing programs for organizations seeking to increase developer productivity while minimizing production interruptions. When installed and maintained on a second, non-production PC, Solimar's Auxiliary Licensing Programs combine the necessary Solimar software and hardware components with the customer's unique system configuration and resource library to provide a cost-effective development environment.

- **Test Software License**

Intended for periodic development and testing of new configurations, the Test Software License key is enabled to run for a total of 1,000 operational hours or 365 elapsed days, whichever comes first.

- **Development Software License**

Intended for ongoing development and testing of new configurations, the Development Software License key is enabled to run for a total of 365 elapsed days.

THE STAR PROGRAM

Customers with valid maintenance agreements are eligible to receive annual site Configuration Reviews with Solimar professional staff members at no charge. The Solimar Technical Analysis and Review program (STAR) provides a personalized site configuration review designed to help optimize business processes and improve workflows.



SOLIMAR UNIVERSITY TRAINING

Solimar University (SU) offers structured and customized training courses covering all products in San Diego, California. Training class sizes are limited to allow for individual attention and maximum learning. SU courses can also be held at customer sites and are commonly offered over the web.



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