



Professional and Custom Services

The Solimar Technical Support Team is available by telephone at +1.619.849.2800 or via email at support@solimarsystems.com. In addition, current product updates and release notes can be downloaded from <https://solftp.solimarsystems.com/>.

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.

Standard Support Plan	Monday through Friday, 8:00am to 5:00pm (Pacific Time). Next business day, emergency hardware replacement.
Extended Support 24/7 Plan	Every day, 24 hours, designed to provide expert assistance with Level 1 severity issues 24 hours a day, 365 days a year.
Special Circumstances Support Plan	Available on a single occurrence basis, this customized support plan provides after-hours assistance when support is needed for a planned change to your production environment.



SolimarShorts™ Training Videos

Solimar Systems has developed a series of focused informational videos that cover many of the hot topics that our industry faces. In topical segments, each SolimarShorts™ gives a quick glimpse into the power of Solimar's suite of solutions and how organizations can realize operational and mailing efficiencies, IMB, added value to existing applications, TransPromotional implementation, and other workflow optimization opportunities.

Disaster Recovery and Auxiliary Licensing Programs

Solimar Systems offers several Auxiliary Licensing and Disaster Recovery programs to satisfy a wide range of needs.

These programs were designed for organizations seeking an increase in developer productivity while minimizing production interruptions, looking for a fully functional backup system or simply require safeguards in case of an emergency. When installed and maintained on a second, non-production PC, Solimar's Disaster Recovery and 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.

Recovery License	Designed for short-term 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 and is valid for 365 days.
Continuity License	Utilizing the original license key from the main Solimar system, the Cold Backup System is designed to re-establish production capabilities on another system in the event of hardware failure.
Standby License	Utilizing a second, fully functional license key, the Hot Backup System includes a duplicate production system to be used in the event of an emergency.

To learn more about Solimar's Disaster Recover and Auxiliary Licensing Programs, please contact a member of the Solimar Technical Sales Team at +1.619.849.2800.



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.



Solimar Systems, Inc.

1515 Second Avenue • San Diego, CA 92101 • USA
tel: +1.619.849.2800 • fax: +1.619.849.2801 • sales@solimarsystems.com

Solimar Systems, Ltd.

Heritage House • 79-80 High Street • Gravesend, Kent DA11 0BH • UNITED KINGDOM
tel: +44 1474 568 852 • sales@solimarsystems.com