

Solutions Engineering & Consultation (S)

This service is structured as an annual contract.

Objective

This remote-focused Solution Engineering & Consultation package is designed to provide guidance, technical resources, and light-touch expert assistance for customers operating Varjo headsets. With continued access to a dedicated Solutions Engineer via email and semi-annual online meetings, customers receive essential support for implementation planning, system optimization, and technical troubleshooting, while maintaining flexibility in day-to-day operations.

Outcome

Throughout the yearly engagement, the customer will have a solid foundation for successfully running Varjo technology, supported by expert-provided documentation, implementation planning assistance, and ongoing access to email-based guidance. Through issue tracking and scheduled consultations, the customer will be able to address technical challenges efficiently, identify performance improvements, gain strategic insights, and ensure their deployment continues to align with evolving goals and use cases.

Components

- Continued access to a dedicated Solutions Engineer via email and scheduled online meetings (up to once every six months) for follow-up support, best practice guidance, and ongoing consultation.
- Remote troubleshooting and fine-tuning Varjo HMD settings to ensure optimal performance.
- Issue tracking that is managed by the Solutions Engineer, ensuring clear communication throughout the engagement lifecycle.
- Assist with Varjo HMD implementation plan via email and online meetings
- Provide documentation on Varjo APIs that enables Varjo HMD integration into third-party rendering engine software such as Unity, Unreal or C++ engine-based software
- Provide documentation and guidance on Varjo's Virtual & Mixed Reality features.
- Support in defining custom feature requests for R&D roadmap evaluation.

