Solutions Engineering & Consultation (L)

This service is structured as an annual contract.

Objective

This comprehensive Solution Engineering & Consultation package is designed to provide high-touch, continuous support for the successful integration, optimization and deployment of Varjo headsets. With monthly meetings with a dedicated Solutions Engineer, frequent on-site collaboration, and expert guidance across both technical and strategic areas, the engagement ensures that customers can maximize system performance, resolve issues efficiently, and align Varjo solutions with their long-term goals and workflows.

Outcome

Throughout the yearly engagement, the customer will have a deeply integrated, fine-tuned Varjo virtual and mixed reality environment that meets their performance, usability, and innovation requirements. With ongoing expert consultation, support, detailed documentation, and four on-site visits throughout the development, the customer will be empowered to maintain operational excellence, accelerate adoption across teams, and influence the future direction of Varjo technology through collaborative roadmap input.

Components:

- Continued access to a dedicated Solutions Engineer via email and scheduled online meetings (up to once per month) for follow-up support, best practice guidance, and ongoing consultation.

- Remote troubleshooting and fine-tuning Varjo HMD settings to ensure optimal performance.

- Proactive issue tracking is managed by the Solutions Engineer, ensuring clear communication and accountability throughout the engagement lifecycle.

- Four 2-day on-site visits to assist with additional installation, training, debugging or optimization of Varjo HMD settings.

- 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.

The following tasks are not included in the scope and will not be performed by Varjo:

- Varjo HMD software and feature integration into third-party software

- Software development or optimizations of third-party software (performance etc.)