

Solutions Engineering & Consultation (M)

This service is structured as an annual contract.

Objective

This Solution Engineering & Consultation package is designed to provide sustained, expert-led assistance to ensure the successful implementation, optimization, and long-term performance of Varjo headsets. Through a combination of remote consultation, support, and one dedicated on-site visit, the engagement helps customers address technical challenges, align Varjo technology with their workflows, and fully leverage the capabilities of Varjo hardware and software.

Outcome

Throughout the yearly engagement, the customer will benefit from a stable, well-performing Varjo deployment tailored to their environment and use case. With ongoing access to a dedicated Solutions Engineer, comprehensive documentation, and strategic input for future development, customers will be equipped with the tools, knowledge, and support needed to address technical challenges efficiently, improve user experience, and drive innovation in their virtual & mixed reality initiatives.

Components

- Continued access to a dedicated Solutions Engineer via email and scheduled online meetings (up to once every three months) 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.
- One 2-day on-site visit 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.

