



## OpenSpirit Client Services



**Carl LaSala**  
OpenSpirit Technical Symposium  
Houston – September 2010



# Client Services Group

---



- End User Training
- Pre-Sales Technical Consulting
  - Workflow Consulting
- Software Support

# End User Training

---



- Standard and Customized Courses
  - “Train the trainer”
  - Onsite customized courses
  - Quarterly 2-Day Courses at the OpenSpirit office
    - Day 1 – OpenSpirit Basics
    - Day 2 – Administration

➤ <http://www.openspirit.com/train>

# Next Generation Tool Training Plan



- Start offering full training next year
- OPAA
- Basic
  - OSP Desktop
    - Data Selector
  - Job Scheduler
  - Copy Job Manager
  - Scan Job Manager
- Advanced
  - Model View Editor
  - Copy Rules Manager
  - OSP Desktop
    - Admin Tools

# Pre-Sales Technical Consulting

---



- Convey Product Roadmap
- Recommend & Implement solutions and workflows
- Software Evaluation
- On-Site Meetings and “Lunch & Learns”
- Communication link between OpenSpirit and Client
- Location in US-Houston, UK-London & ME-Abu Dhabi

# Software Support

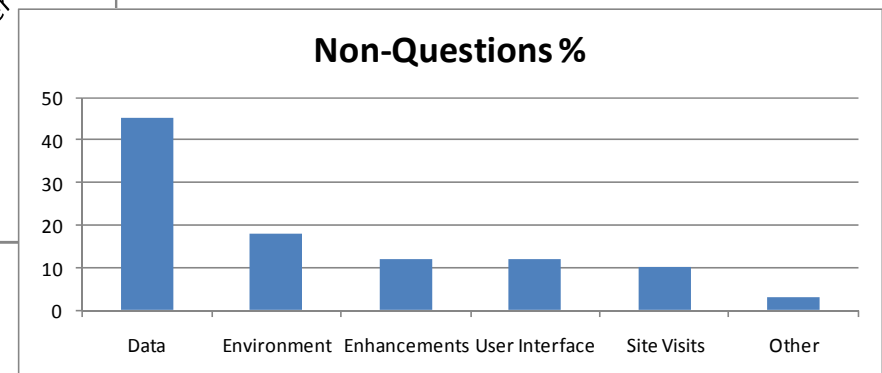
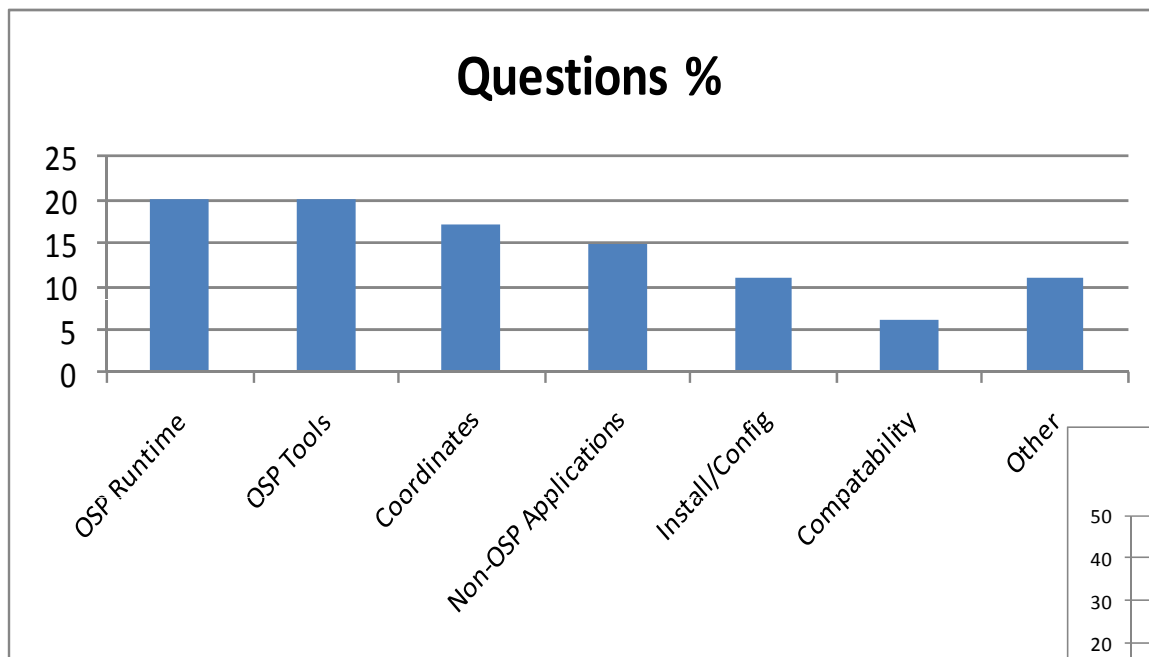


- Provides end-user support for all OpenSpirit products
  - Support capabilities in US, UK, SA, ME and SEA
  - Using issue tracking system
- Available Resources
  - [support@openspirit.com](mailto:support@openspirit.com)
  - <http://www.openspirit.com/support>
  - <http://www.openspirit.com/faqs>
  - User Guide
  - On-line Help

# Support Statistics - Type



## 60/40 Questions vs. Non-Questions



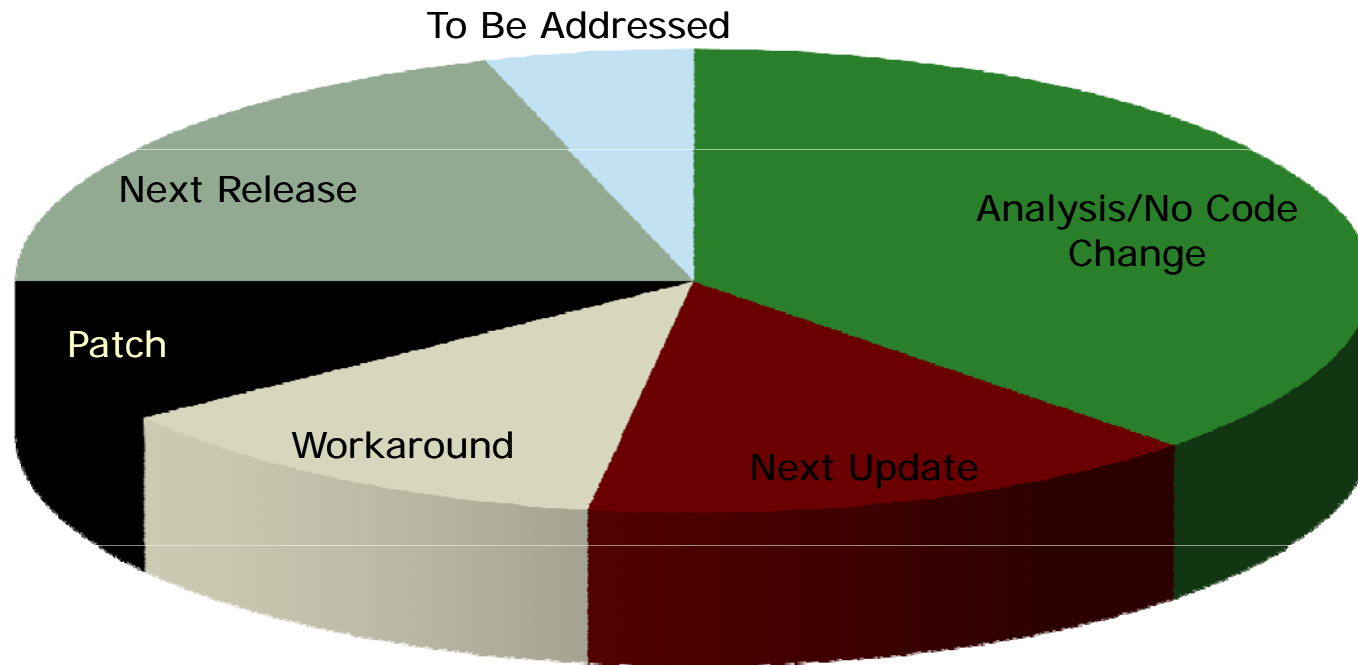
# Common Issues

---



- Licensing
  - OSP Maintenance & 3<sup>rd</sup> party
- Versioning
  - OSP, Operating System, 3<sup>rd</sup> party Apps, DataStores
- Install Environment
  - Network, DNS, Firewalls
- Coordinate Systems
- Data Transfer
  - Write, Read, Update

# Support Statistics – Resolution %



# Summary

---



- End User Support
  - [support@openspirit.com](mailto:support@openspirit.com)
  - <http://www.openspirit.com/support>
- Developer Support
  - <http://devnet.openspirit.com>
- Training
  - <http://www.openspirit.com/train>
- Pre-Sales Consulting:
  - [carl.lasala@openspirit.com](mailto:carl.lasala@openspirit.com)



Carl LaSala  
[carl.lasala@openspirit.com](mailto:carl.lasala@openspirit.com)  
+1 281 295 1400



OpenSpirit  
right  
from the start