

Oneir Solutions — Modern Support Overview

At Oneir Solutions, we take pride in delivering a customer-intimate support experience. Our goal is simple: ensure every client receives timely, knowledgeable assistance for anything related to Oneir Solutions software.

What's Included in Your Annual Support Plan

Your active support subscription gives you:

- **Unlimited support** via phone, fax, or email
- **After-hours emergency assistance**
- **Free product updates** as they become available

Our Support Partnership Model

Oneir Solutions Inc. works alongside certified **Technical Support Advisors** to provide a complete, end-to-end service experience.

What Oneir Provides

We supply a fully configured system template that includes:

- The **Linux operating system**
- **Oneir Solutions software**
- **Printer configuration** within the Oneir server
- **Terminal access setup**
- **Scripting for data transfer** to track “servers”
- **Graceful shutdown scripting** when an approved UPS is installed

You choose the server operating system—we **simply require a VMware partition** to deploy our template. Our streamlined installation process ensures your customers can get up and running quickly.

What Technical Support Advisors Provide

As a Technical Support Advisor, you take the lead on:

- Recommended **hardware selection**
- **Security infrastructure**
- **Networking** configuration

- **Backup systems** and **disaster recovery** planning
- Ongoing customer guidance

When you recommend Oneir Solutions to your customers, our referral system ensures your efforts are recognized and rewarded.

Support Hours

Live Support:

Monday–Friday, **9:00am–5:00pm** (EST/EDT)

After-Hours Emergency Support:

- Monday–Friday: **5:00pm–10:00pm**
 - Saturday–Sunday: **9:00am–9:00pm**
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Additional Resources

Before calling, you may also find helpful insights on the **Oneir Solutions Blog**.

Contact Support

Phone: 416-322-3580 ext. 2

Fax: 416-322-0809

Email: support@oneirsolutions.com