Orion User Success: Videos, Tutorials & Development Help

Brenda Montalvo-Ortiz, Ph.D.
Senior Scientific Liaison
Orion Customer Journey: Navigate Using the Stars

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Customer Support

Defined as service efforts that focus on helping customers to use products and services correctly, efficiently and effectively.

https://www.techopedia.com/definition/4261/customer-support
Customer Support/Success Group

- James Haigh, Ph.D., VP of Customer Support
  - Scientific Liaison
  - Scientific Support Specialists
  - Scientific Integration Specialists
  - Training and Documentation Specialists
Steps to Navigate Using the Stars

1. Know your constellations
2. Find the North Star
3. Find the Southern Cross
4. Find East and West
5. Determine your latitude
6. Calculate your longitude
7. Use your resources

https://www.formulaboats.com/blog/navigate-using-stars/
Step 1: Know your Constellations - ORION

Orion® Molecular Design Platform

Step 2: Find your North Star

Scientific Liaison Team – New team!

Brenda Montalvo  Markus Heller  Sonja Braun-Sand
How does the Scientific Liaison team help?

- **Orion Onboarding**
  - Account Setup
  - Live Workshops

- **Customer Meetings**
  - Recurrent Meetings
  - Support Tickets

- **Testing & Training Materials**
  - Content Creation
  - QA Testing in Orion
Step 3: Find the Southern Cross

Scientific Support Team

Lucas Zimney

Joseph Ulbrich
How does the Scientific Support team help?

Customer Requests
• For all OpenEye products
• Provide customized solutions

Customer Issues
• Validate fixes for customer issues

Customer Education
• Review documentation and training materials
Step 4: Find East and West - Orion®

Training Content & Documentation Specialists

Vicky Pierce

Tom Diaz
Orion® Learning Resources

- Webinars
  https://www.eyesopen.com/webinars

- Orion Video Tutorials
  http://www.eyesopen.com/orion-video-tutorials

- Documentation
  https://docs.eyesopen.com/
Customer Training Program

- eLearning & Specialized Courses
- Meet with a Scientific Liaison
- Continuous Support via tickets & training

Onboarding

Workshop

Follow-Up

New!
Orion® Learning Resources New!

- Learning center
  - Self-paced onboarding
  - Specialized courses

learning@eyesopen.com
Steps 5 and 6: Determine your Latitude and Calculate your Longitude
Step 7: Use Your Resources

Scientific Integration Team – New Team!

Jose Batista  
Malik Abdul  
Keith Jones
How does the Scientific Integration team help?

Integration
- Methods
- Internal databases
- Toolkits into internal systems

Training
- OCLI
- Cube and floe development
- Docker image

Support
- Tickets
- Orion services (i.e. MMDS data)
“START BY DOING WHAT’S NECESSARY, THEN DO WHAT’S POSSIBLE AND SUDDENLY YOU ARE DOING THE IMPOSSIBLE.”

St Francis of Assisi
Thank You

The End