

Orion User Success: Videos, Tutorials & Development Help

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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.

Customer Support/Success Group

- James Haigh, Ph.D., VP of Customer Support
 - Scientific Liaison
 - Scientific Support Specialists
 - Scientific Integration Specialists
 - Training and Documentation Specialists



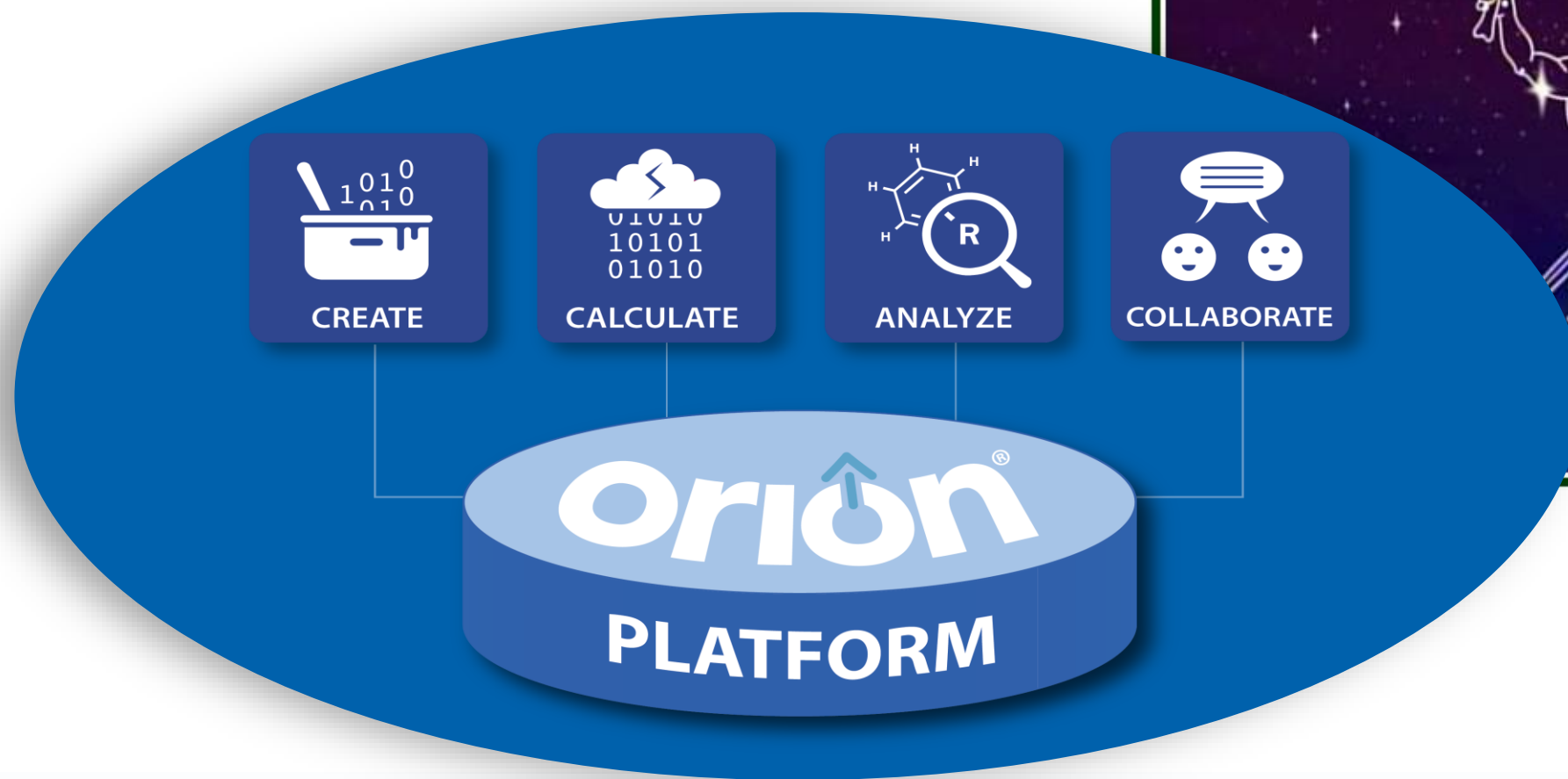
Steps to Navigate Using the Stars

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



Step 1: Know your Constellations - ORION

Orion® Molecular Design Platform

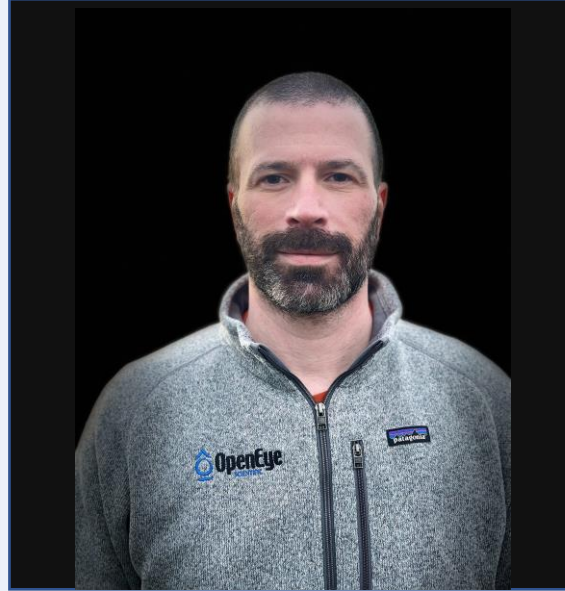


Step 2: Find your North Star

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

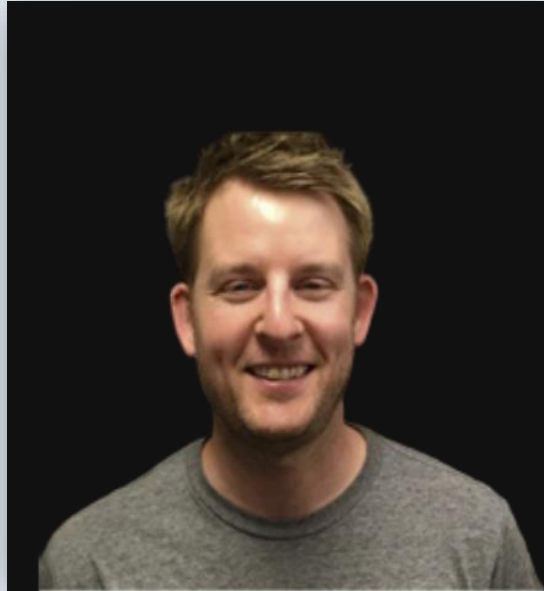
- Recurrent Meetings
- Support Tickets

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>

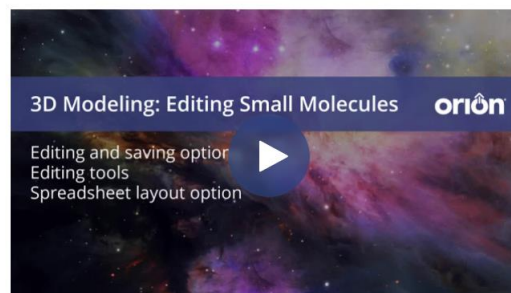
- Orion Video Tutorials

<http://www.eyesopen.com/orion-video-tutorials>

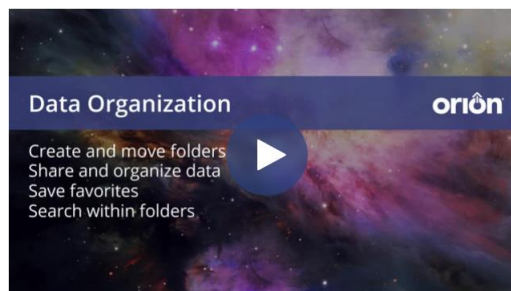
- Documentation

<https://docs.eyesopen.com/>

Editing Small Molecules in Orion



Data Organization in Orion



Webinar - Gigadock™ Warp: An Intelligent and Cost Effective Docking Method for Billions of Molecules

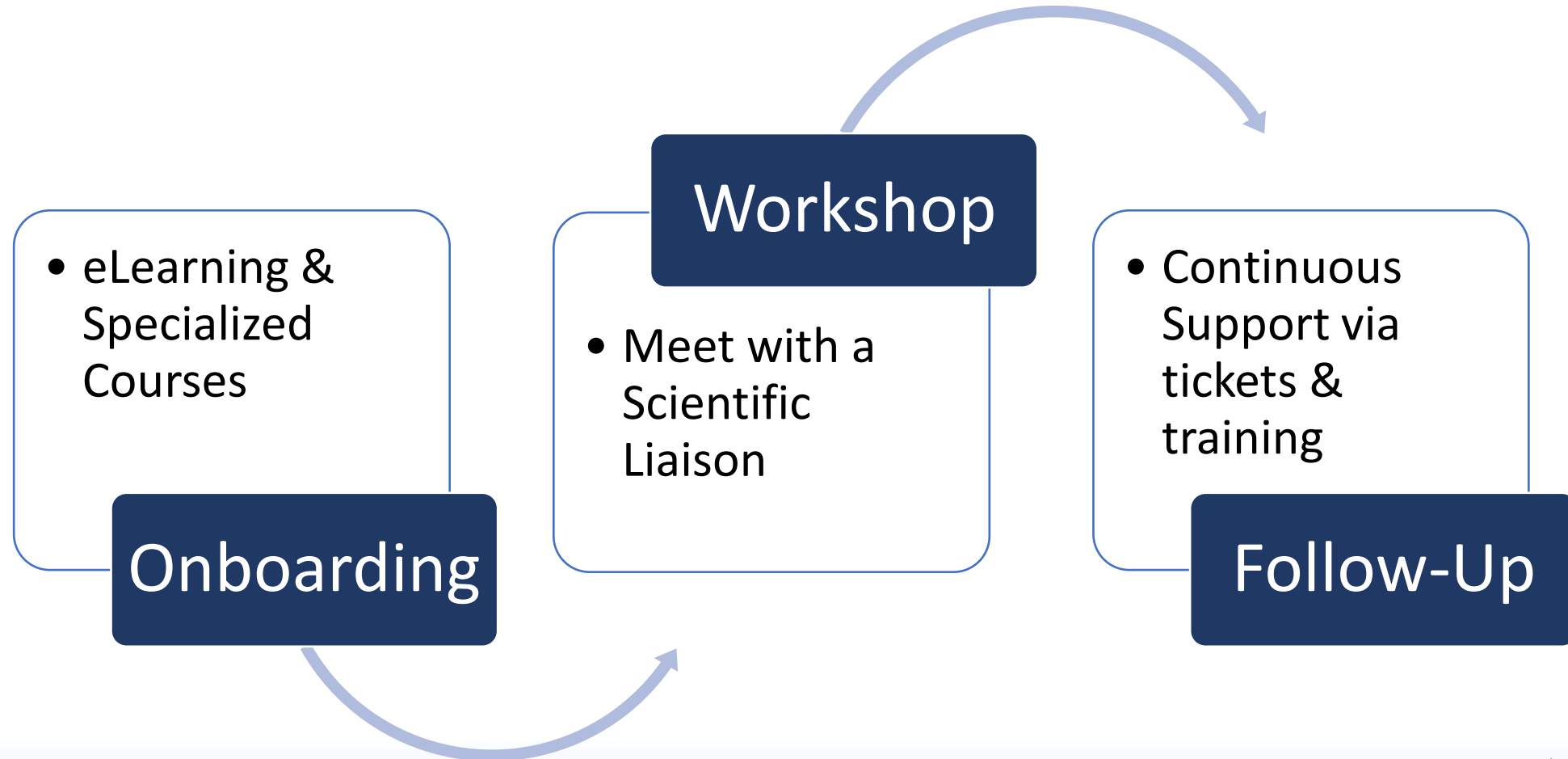
[Docs](#) » Orion Video Tutorials

Orion Video Tutorials

- [Getting Started](#)
- [Analyzing Data](#)
- [3D Features](#)
- [Data Organization](#)
- [Discussion Boards](#)
- [Further Tutorials](#)



Customer Training Program *New!*



Orion[®] Learning Resources *New!*

- Learning center
 - Self-paced onboarding
 - Specialized courses

learning@eyesopen.com

The screenshot displays the OpenEye Learning Center web application. At the top, a dark blue navigation bar contains the OpenEye logo, a search bar, and links for Home, Catalogue, and Admin. Below this, a light blue banner reads "Learning Center". The main content area is divided into three columns. The left column, titled "Orion Onboarding Program" with a 33% progress indicator, lists two courses: "Orion Developer Onboarding" (NOT ENROLLED) and "Orion Admin Onboarding" (IN PROGRESS). The middle column, "My Recent Activity", shows a list of recent course views. The right column, "Quick Links", features two large buttons for "MD Affinity Floes Tutorials" and "Large Scale Floes (FastROCS & GigaDock) Tutorials", and a button for "OpenEye Documentation" at the bottom.

OpenEye
SCIENTIFIC

Home Catalogue Admin

Learning Center

Orion Onboarding Program 33%

Orion Developer Onboarding NOT ENROLLED

Orion Admin Onboarding IN PROGRESS

View More

My Recent Activity

2 days ago: Viewed course Orion Onboarding

2 days ago: Viewed course Orion Onboarding

2 days ago: Viewed course Orion Onboarding

2 days ago: Viewed course Orion Admin Onboarding

2 days ago: Viewed course Orion Admin Onboarding

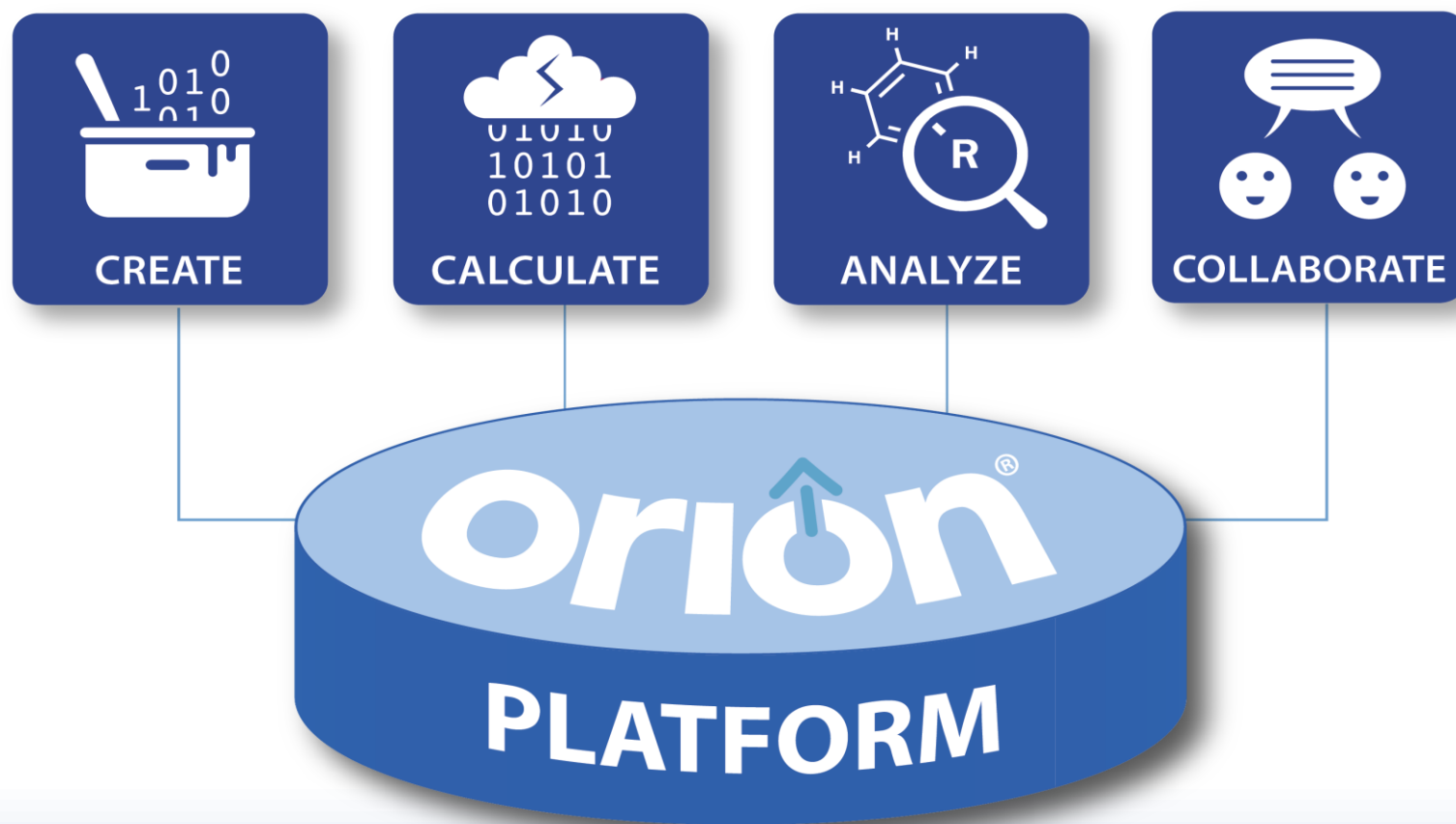
Quick Links

MD Affinity Floes Tutorials

Large Scale Floes (FastROCS & GigaDock) Tutorials

OpenEye Documentation

Steps 5 and 6: Determine your Latitude and Calculate your Longitude



Step 7: Use Your Resources

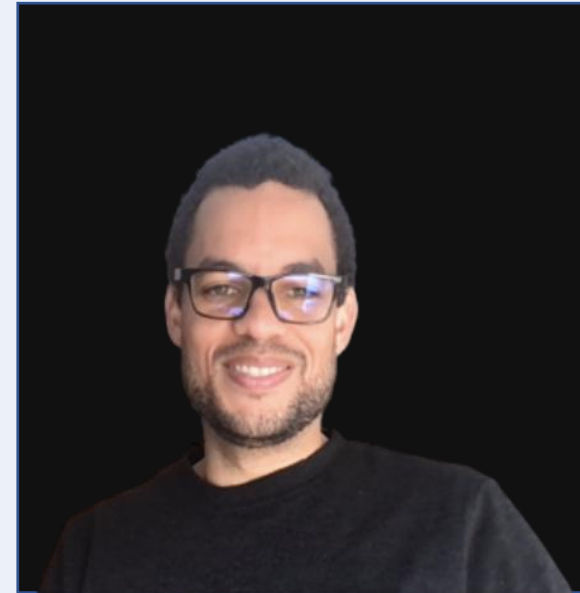
Scientific Integration Team – New Team!



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

A full-page background image of a starry night sky. The Milky Way galaxy is visible as a dense band of stars stretching diagonally across the frame. In the bottom right corner, the dark silhouette of a person stands on a grassy hill, looking up at the stars.

Thank You

The End