OmniServer Expertise Services

Whether you are the end user implementing on your own, a system integrator with many tasks and not enough staff, or a device OEM wanting to build connectivity to your system, our expertise services help you accelerate your project, improve learning, and reduce risk.

Software Toolbox's team has worked with the OmniServer I/O server since 1996, building, testing, and supporting protocols for all types of serial & Ethernet devices. OmniServer provides programming free, point-and-click configuration for connectivity to all types of devices that aren't a standard PLC using standard common protocols, and then deliver the data to Wonderware via OPC DA, OPC UA, & Suitelink.

Use our services for protocol evaluation and coaching, protocol implementation, review and optimization of protocols you've implemented yourself, personalized training, things that are outside the scope of product technical support that is included in license purchases.

Our easy to consume services are available in as little as 1 hour increments, with economical bundles for larger blocks of time.

SKU's

41242200 – OmniServer Expertise Services, 1 hour

41242201 – OmniServer Expertise Services, 3 hours

41242204 – Omniserver Webex Consult, 1 hour

Contact us on for larger time allocations or on-site services.

Expertise Service Examples:

- Review your device protocol documentation and provide 1-1 coaching on how to implement the protocol yourself
- Review your device protocol documentation and implement the protocol in OmniServer to your specific requirements and then train user/integrator on how to maintain & support
- Review and advise and/or implement optimizations in protocols
- Review a list of protocols for a project and advise on implementation requirements to aid integrators in bidding a project accurately.
- User/Integrator specific training related to specific protocols/projects
- Implementation of customized error checking algorithms

Feature	Benefit
Priority access to highly experienced OmniServer engineers to help with your configuration tasks	Reduced project implementation time, reduced risk
Assistance via Webex Remote Desktop Sharing	Short lead time access to customized help, without the expense of travel and time to wait for someone to come to site
Flexible usage of time blocks - Use the time you purchase how you want, easily purchase incremental time as needed.	Achieve your specific goals and meet your specific needs without paying for anything you won't use.

Protocol work delivered in re-usable configuration files that allow for integrator & user to self-support & maintain	Risk free, as user/integrator has ability to maintain and support the configuration going forward. Our services can be used for future modifications, but are not required. You are in control of the choice.