



2019 Individual Client Training Options

1. Onsite at your company, or at OLI

Choose one of our STANDARD classes

Electrolyte Modeling Basics in OLI Studio	2 days
Chemistry in Brine Production in OLI Studio	2-4 days
Autoclave Modeling in Flowsheet: ESP	2 days
Chemistry in Refining Overheads in Flowsheet: ESP	2 days
Industrial Water Treatment Simulations in Flowsheet: ESP	2-3 days
MSE Regression	3 days

Alternatively, clients can make any STANDARD class into a CUSTOM class on their particular application. Client specifications (and optionally data) are used.

Clients determine how many days to allow for a class. Shorter classes are lecture-oriented with some workshop material, while longer classes allow more time for working problems and applying concepts. If we are coming onsite to your location, we recommend adding an additional day to our standard time, and making it a custom class by adding examples specific to your work.

STANDARD CLASSES LOCATION OF CLASS	All amounts are USD			
	1 day	2 days	3 days	4 days
North America	\$4,800	\$9,600	\$14,800	\$18,000
International I <i>Eight hours or less travel from NJ USA</i>	\$7,800	\$12,800	\$16,800	\$20,000
International II <i>More than eight hours travel from NJ USA</i>	\$9,800	\$14,800	\$18,000	\$22,000
At OLI Office <i>Cedar Knolls, NJ USA</i>	\$3,600	\$7,200	\$10,800	\$14,400

Please add \$2,400 USD to upgrade to a CUSTOM CLASS

Notes:

1. Course may be given for up to 20 students, although 15 students or less is optimal
2. Extra preparation time for custom training may be needed and is billed at \$300 USD / hour
3. Electronic copies of manuals are sent and may be printed onsite for class
4. Price discounts apply when OLI can arrange back-to-back trainings that are geographically close
5. Training facilities should include at least 1 computer for 2 people; 1 computer per person is preferred
6. Temporary copies of the software will be made available to all participants
7. Software should be installed on client PCs prior to the start of the training
8. Training software will remain active for 30 days following the training
9. An invoice for the class will be sent once the class is finalized; invoice terms are Net 30
10. OLI is not responsible for local country taxes or for client bank fees

2. Training Via Web

OLI web trainings are either STANDARD or CUSTOM. All web trainings are 8-hours, broken into 3 sessions. Sessions 1 and 2 are 3 hours and are recommended to be taken as 2 days in 1 week, or 1 class per week. The third session is a 2-hour question and answer session and may be scheduled within 1 month of the original class. This third session is designed to help students with specific applications they have tried, or would like to try.

STANDARD WEB classes include:

- Electrolyte Modeling Basics
- Chemistry in Brine Production
- Autoclave Modeling
- Chemistry in Refining Overheads
- Industrial Water Treatment Simulations

CUSTOM WEB classes are designed for clients who would like OLI training for a specific application or applications. Client specifications (and optionally data) are used.

WEB TRAINING SESSIONS	DETAILS	Amount, USD
STANDARD web training 8 hours	Two, 3-hour sessions and one 2-hour Q/A follow-up	\$2,400
CUSTOM web training 8 hours	Sessions the same length as STANDARD training, with the added benefit of training in specific client applications	\$4,800

Notes:

1. Course may be given for up to 20 web seats from multiple locations
2. Extra preparation time for custom training may be needed and is billed at \$300 USD / hour
3. Electronic copies of manuals are sent and may be printed for class
4. Conference room training facilities should include at least 1 computer for 2 people; 1 computer per person is preferred
5. For individual connections to the training, OLI recommends headsets for individual PCs and two monitors if possible
6. Temporary copies of the software will be made available to all participants
7. Software should be installed on client PCs prior to the start of the training
8. Training software will remain active for 30 days following the training
9. OLI provides web services via Webex or via Zoom
10. Clients may test the web service in a test meeting prior to the training
11. Company's web meeting service may be substituted instead
12. An invoice for the class will be sent once the class is finalized; invoice terms are Net 30
13. OLI is not responsible for local country taxes or for client bank fees

Part 3: 2019 Training as part of Silver, Gold, or Platinum Service

OLI now offers service plans, which are a combination support, training, consulting and data validation discussions. Service benefits include:

1. Custom training via web or credit towards onsite training
2. Applications consulting service for expert simulation assistance in case setup and interpretation
3. OLI Client Support by web, email and / or telephone
4. Data validation discussions with OLI experts and access to OLI's selected-for-you validation plots which document OLI modeling results against experimental data
5. Initial response time to questions within 8 hours (SILVER) 6 hours (GOLD) and 4 hours (PLATINUM) . Please note these times are implemented during Eastern USA working hours.

Service plan levels include:

SERVICE LEVEL		Lease amount USD / year	above \$49K / year
Bronze	Basic	Up to \$50,000	No charge
Silver	Standard		\$7,500
Gold	Enhanced		\$15,000
Platinum	Premium		\$22,500
All levels		Greater than \$50,000	Published shortly

More information on the specific maximums for each category can be found in [2019-OLIServiceLevelPlans.pdf](#)