

WIND RIVER



When you're
talking support,
it all comes down
to one thing...



Trust

It's called the moment of truth. There's a technical glitch in a new device your company is rolling out, and the manufacturing line is down until the issue is resolved.

Will your technology vendor be there for you? Or will you be left to your own devices?

When you have Wind River support, you have peace of mind. Because you have a true partner. A partner you can trust to do whatever it takes to resolve your issue quickly. We keep your development teams up and running—so your business stays up and running.

Don't take a leap of faith when it comes to service and support. Take advantage of the largest, most experienced, most responsive support organization in the Device Software Optimization (DSO) industry.

Wind River. Your trusted partner.

This is Venkat

"Like any good doctor, we don't just give you medicine. We also supply you with vitamins."

Perhaps **Venkat Viswanathan** should have been a doctor. His calling, as he puts it, is to "bring the customer's level of pain to zero." He does everything in his power to resolve your technical support issues right now—and to ensure that you won't have a new problem later. He's been a support engineer for 14 years. He's responsive, proactive, and dedicated. And when you've got a technical issue, he's just what the doctor ordered.



We Keep Your Projects on Track

The quality of the support you receive directly impacts your business results. You know it. Your development teams know it. And no one knows it better than Wind River.

That's why the quality and responsiveness of Wind River support are second to none. We offer the right assistance, right away, anytime, anywhere. The result for you is less downtime. More productive development teams. And the ability to keep your projects on schedule and on budget—so you can make your market window.

It Starts with Great People

When you call Wind River for technical support, you'll work with a true professional, not a new hire at an outsourced call center. Our Customer Support and Field Engineering teams include more than 150 engineers each with an average of more than 10 years of experience in the DSO industry. And our local field consulting engineers deliver expert support when and where you need it.

The quality of our people is exceptional because our hiring practices are exceptionally stringent. We seek out engineers who are obsessive problem solvers. Who enjoy working with people. Who are good communicators. Who have been in the trenches and understand what you're up against. And who gladly go above and beyond the call of duty to solve your issue.

Tap into the Knowledge Network

Our frontline support engineers are backed by a huge network of knowledgeable resources, inside and outside Wind River. So the answer you need is never out of reach.

More than 400 Wind River developers—the same people who designed and built the Wind River products you're using—are accessible to our support engineers. We can reach out to 8,000 additional developers through the Wind River Developer Network. And our community of

Wind River Support Organization at a Glance

Support Engineers:	150+
Average Experience:	10+ years
Call Centers:	6 major centers worldwide
Support Hubs:	20+ globally
Global Design Centers:	4
Developer Network:	8,000 developers
Online Support:	24/7/365
Certification:	The only Support Center Practices (SCP)-certified DSO & Linux support vendor (2006, 2007)

semiconductor and platform partners connects us to the combined knowledge of thousands more developers in virtually every industry.

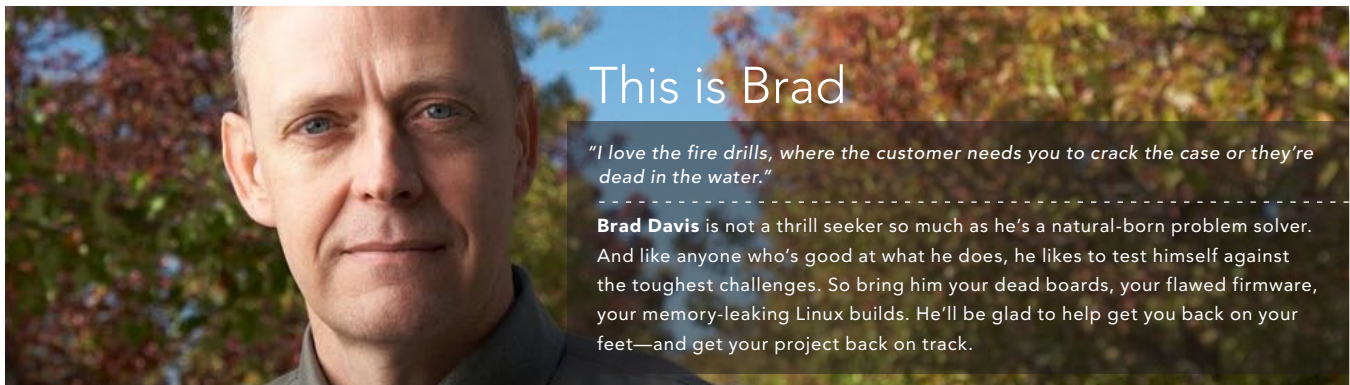
Online Support: The Right Answer, Right Now

Our newly enhanced Knowledge Management System gives you 24/7/365 online access to an enormous database of technical information and advice.

We've integrated multiple content sources and made it easily accessible, so you can get what you need right away: product information, manuals, Board Support Package (BSP) and driver downloads, technical tips, FAQs, sample code, firmware and debugger updates, the list goes on.

Multiplatform, Multi-Industry Expertise

Wind River has deep product expertise and proven best practices—and we're ready to share our knowledge with your development teams. Whether you're using VxWorks or Wind River Linux, whether you're in Automotive, Aerospace & Defense, Consumer Devices, Industrial, or Network Infrastructure, we'll help you accelerate your development time frames and avoid errors that impact product quality, customer satisfaction, and financial results.



This is Brad

"I love the fire drills, where the customer needs you to crack the case or they're dead in the water."

Brad Davis is not a thrill seeker so much as he's a natural-born problem solver. And like anyone who's good at what he does, he likes to test himself against the toughest challenges. So bring him your dead boards, your flawed firmware, your memory-leaking Linux builds. He'll be glad to help get you back on your feet—and get your project back on track.

Comprehensive Services, Global Presence

Wind River delivers an exhaustive array of industry-specific services and support offerings—on a global scale. Wherever you are, whatever assistance you need, we're here to support you every step of the way.

Standard Support Sets the Bar High

Wind River Standard Support provides the wealth of services and the level of responsiveness the majority of our customers require. Standard Support is provided for VxWorks and Wind River Linux platforms, and is delivered at no additional charge to customers with a maintenance agreement. Additional Standard Support services are available to customers under subscription agreements. Standard Support includes the following:

- Online support: Our Knova®-based Knowledge Management System gives you instant anytime/anywhere access to more than a million pieces of content: detailed product information, application notes, technical tips, FAQs, sample code, patches, updates, and much more.
- Person-to-person support: You can speak with a Wind River support engineer over the phone or get the assistance you need via email. We have an established escalation process for urgent situations, so you can be sure your issue will get the attention it deserves.
- Support request management: We monitor the status of your Technical Service Requests (TSRs) and Software Problem Reports (SPRs)—and you can check status yourself via the Web using our TSR Manager page.

Extended Support Takes It Up a Level

For customers with special circumstances such as carrier-grade requirements, urgent time frames, stringent service-level agreements (SLAs), or geographically dispersed development teams, Wind River offers a range of extended support services. These include the following:

- Critical window support: Hands-on help at critical moments to ensure that you make your market window. We provide a review of your project plan, keep project engineers on standby to help customers at critical points in the project, and deliver support as needed, onsite or off-site.
- Premium support: The highest level of support commitment from Wind River. We provide an assigned enterprise support manager (ESM), centralized management of support trends and metrics, faster response times and escalation processes, and quicker resolution times.

Gary Belanger

Customer Support Engineer

"At a lot of companies, people start in support and transfer to engineering as soon as they can. I'm an engineer who transferred into support. I just really enjoy helping people solve problems."

Gary Belanger has been a Wind River customer support engineer for 13 years. If you've got a question about Wind River on-chip debugging solutions or Wind River Workbench, he's your guy. He can help you with board design, firmware development, manufacturing tests, you name it. He takes his job very seriously. He's an engineer's support engineer. And we're proud to say he's one of ours.

- Long-Term Support: We offer ongoing support and defect resolution for older Wind River software solutions—sometimes many years beyond the normal lifecycle. This gives you peace of mind for projects with a long life span, and saves you the time and expense of upgrading your fielded projects to new releases of VxWorks or Wind River Linux.

Expert Consulting and Training Services

Wind River is also the world leader in DSO consulting services and is the DSO industry's largest training organization.

Whether you are interested in leveraging our system design expertise or co-sourcing critical development functions such as board bring-up, middleware integration, project management, or full product realization, we can assist your team.

Our courses give you a quick, cost-effective way to keep your development teams up to speed on the latest advances. And our four Global Design Centers help take the cost, risk, complexity, and guesswork out of testing new concepts.

Talk to Wind River. Your Trusted Partner for DSO.

Wind River puts it all together for you: industry-standard platforms, industry-leading products, life cycle tools and support, best-in-class partnerships, and world-class expertise, best practices, and support capabilities.

Get more information about Wind River products, services, and support offerings. Visit www.windriver.com.

WIND RIVER

Wind River is the global leader in Device Software Optimization (DSO). We enable companies to develop, run, and manage device software faster, better, at lower cost, and more reliably. www.windriver.com

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