



PREMIUM PROJECT SUPPORT

Wind River® Premium Project Support provides our highest level of support, efficiently resolving technical challenges that your project may encounter.

We focus on minimizing the time-to-resolution of any of your issues. We learn your environment and project requirements and assign a designated team to accelerate resolution on critical support issues.

Premium Project Support offers the following enhancements beyond our award-winning standard support:

- **Designated team of senior-level support engineers:** Averaging more than 10 years of experience each with embedded software, the team members are familiar with your project. Your requests are handled efficiently, with no need for you to repeat the context of the issue or work through multiple levels of support—ensuring that your engineers interact promptly at a deep technical level.
- **Premium Project Manager:** Your support manager knows your project's goals, technical environment, and business needs, and coordinates activity across Wind River on your behalf.
- **Biweekly conference calls with your Premium Project Manager:** We offer biweekly calls to review the status of open support requests. Support engineers can participate in these calls as needed.
- **Dedicated private support portal:** Efficiently exchange and streamline access to information, code samples, and patches.
- **Toll-free number reserved for Premium Project Support customers:** A support concierge will personally answer your call, and your team's support requests will be routed to the front of the queue.
- **Enhanced service-level agreements:** Critical technical support requests receive a response within one business hour.

BENEFITS

Increase Productivity

- Faster time-to-resolution means your engineers spend less time isolating defects and can resume design work faster.
- Your designated support team has the right background for your project and knows your project's configuration, goals, and timelines. Your team wastes no time describing issues to intermediate support analysts.
- Your Wind River advocate can coordinate resolution for complex issues across technologies and across partners.

Reduce Risk

- Your Premium Project Manager understands your project environment and history and offers the most appropriate assistance quickly
- Regular status updates on technical resolutions or relevant product updates, all managed by your Premium Project Manager, allow you to proactively monitor issues.
- You achieve the best solution for your project's specific needs, with confidence that technologies are being applied optimally.

CUSTOMER VIRTUAL LAB

When you choose to add a Customer Virtual Lab to your Premium Project Support subscription, we build an environment inside Wind River that approximates your environment, allowing support engineers to quickly isolate and reproduce issues. We validate configuration changes to ensure that your platform can be updated and supported easily. If an update or patch becomes available, our team can verify it against your environment before you even receive it, saving you valuable testing time and effort in assessing the impact of changes.

GLOBAL COMMITMENT TO QUALITY

No matter where you are in the world, you can get the support you need, when you need it. Thirteen global support centers ensure you have access to our team of technical experts in a convenient time zone.

EXTENSION OF YOUR TEAM

If commercial off-the-shelf (COTS) components are part of your system, do you have the in-house expertise to troubleshoot interrelated issues? If a complex problem involves components from multiple vendors, do you have the time to isolate the defect and get your vendors to supply the right solution for your project's needs? With Premium Project Support, your Premium Project Manager can coordinate across different components and different vendors to isolate the problem.

You'll receive support in the context of your environment instead of standard answers that are relative to a reference platform. Simply call, email, or chat, and you will receive prompt expert assistance from our most experienced engineers.

When you have a complex project, tight development timelines, or aggressive service level agreements with your customers, you can improve your team's productivity and reduce your project risk by choosing Premium Project Support. Support in the context of your environment—it's like having Wind River engineers as an extension of your team.

FOR MORE INFORMATION

Contact your local account team or email ENT-Sales-Premium@windriver.com.

