



MontaVista Support Services

Enabling Customer Solutions with Maximized Flexibility

The pace of change continues to accelerate. Your customers demand additional features at a higher quality delivered daily. Employees are pulled in thousands of directions at once. MontaVista recognizes these pressures and understands that the right support at the right time is critical to your company's success. That is why we offer a wide range of support services, to ensure your development proceeds smoothly and to help you focus on the areas that matter most to you.

Flexible Offerings Across the Board

MontaVista Linux is ideal for today's system solutions looking to maximize their flexibility and choice. Everyday more organizations use MontaVista Linux to design and deliver innovative platforms to their customers. Depending on the scale of your project and the diversity of the applications developed, different levels of technical support may be required. With five levels of comprehensive support service plans available, you have the flexibility to choose the right package for your situation. Regardless of which package you choose, you can feel comfortable knowing that you have MontaVista Software helping you through your entire development life cycle, from design to deployment.

Which Level of Support Service is Right for Me?

Many variables will influence which support package is right for you. How large is your project? How time critical is the deliverable? How complex is the design? The more responsive your support needs, the higher the level of support you should purchase. At the highest levels, you will have a representative at MontaVista who knows your business inside out, providing you with the best possible support available. Missing your market window can cost you millions. Slipping a project by just days has significant bottom line impact. Having someone at MontaVista ready to help you can be the difference between a quick, easy resolution and a long, hard fight on your own.

Choose the support service plan that's right for you. It's easy to purchase more incidents any time you need them.

Features	Standard Service	Premium Service	(AMS) Account Management Service	(SES) Shared Engineering Service	(DES) Dedicated Engineering Service
Dedicated Engineer				Yes - 1/2	Yes
Account Management			Yes		
Early Access Program			Yes		
Support Center Hours	9x5	12x5	24x7		
Named Contacts	1	2	3	3	3
Incidents	5	20	50	50	50
Level 1 (L1) Support	Unlimited L1 Support				

Support Services Descriptions

Dedicated Engineer

The Dedicated Engineering Service (DES) is for customers who need guaranteed levels of effort and higher levels of prioritization control on MontaVista engineering and support.

Choose between a half-time engineer with our Shared Engineering Services (SES) or a full-time engineer with our Dedicated Engineering Service. We structure our programs to provide you with MontaVista attention, responsiveness, priority management and flexibility to assist you in making your development successful.

Dedicated Engineers will focus on problem reproduction, root cause analysis, MontaVista code correction, and patch development.

Early Access Program (EAP)

The Early Access Program provides you with a unique opportunity to receive access to new Linux Support Packages (LSPs) before they have been released. Test out new features, get access to new hardware enablement, and improve your quality process by taking advantage of this program.

Named Contact

With this feature, you decide how many internal contacts you want accessing MontaVista Technical Support. Each named contact becomes your internal expert, ensuring that you use your incidents effectively and that you get answers to your support questions as quickly as possible.

Support Center Hours

Sometimes issues arise at inconvenient times. MontaVista offers a range of support hours to meet your development team's requirements.

For the latest information on MontaVista Support Services visit www.mvista.com/support

Account Management

A Technical Account Manager is someone who will understand your business and gain an in-depth knowledge of your technical support needs. As your MontaVista advocate, this account manager:

- helps the customer analyze problems and identify possible solutions involving MontaVista services
- works with support engineers and management to expedite problem resolution for your time-critical issues
- hosts weekly meetings to discuss your support and satisfaction issues, and ensures that you are getting the level of service you expect
- hosts quarterly business reviews, during which you can meet with our team to discuss your business, your support, and your future

Level 1 (L1) Support

Sometimes a short answer is all you need to put you back on the right path. With our email based unlimited L1 support, you can feel comfortable knowing that a MontaVista support engineer is available for your quick questions without using an incident.

Incidents

When a quick answer isn't sufficient, our Incident based support enables you to get the answers you seek. How many incidents you will need each year depends on your requirements; including:

- Size of your development team
- Complexity of your project
- Size of internal staff
- Geographical dispersion of development team

Professional Services

MontaVista Software provides additional services to enable your product development lifecycle.

These services include:

- **Platform Design Services:** System software architecture design for complex devices
- **Education Services:** Jump-start classes and other technical training to get your development team up to speed
- **Hardware Enablement Services:** Retargeting MontaVista Linux for customer-specific hardware with the development of Linux Support Packages (LSPs)
- **Migration and Porting Services:** Providing custom application ports to MontaVista Linux, from legacy RTOS, enterprise, and open source code base
- **Solution Development Services:** Development and customization of development tools, including compilers, debuggers, configuration tools, and other utilities
- **Operation Support Services:** Performance tuning and optimization
- **Custom Kernel Functionality Development**
- **Third Party Software Integration**

With over 130 development projects completed on MontaVista Linux and Project Managers with an average of 15 years of software development and implementation experience, the Professional Services team has the experience to complete your project in a timely and cost-effective manner. Every Professional Services engineer has direct access to MontaVista's Engineering and Technical Support teams, ensuring they have the most up-to-date information.